

Employee Training and Development Policy

Introduction

Beanies Family Support, located in the Huon Valley, Tasmania, is committed to providing exceptional services to children, young people, and their families. Our range of services includes child and young person advocacy, NDIS application support, NDIS support coordination, youth coaching, early intervention support, early childhood service consulting, counselling, and community event support. This Employee Training and Development Policy outlines our commitment to fostering the continuous growth and development of our staff to ensure consistency and quality in service delivery.

Purpose

The purpose of this policy is to:

- Define the standards for employee training and development.
- Ensure a consistent approach to staff development across all services.
- Outline the responsibilities and expectations of staff, volunteers, and contractors regarding training and development.
- Establish procedures for identifying training needs, delivering training programs, and evaluating their effectiveness.

Scope

This policy applies to all Beanies Family Support staff, volunteers, and contractors involved in the delivery of services.

Training and Development Standards

1. Commitment to Continuous Learning

Beanies Family Support is dedicated to fostering a culture of continuous learning and professional growth. We believe that ongoing training and development are essential for maintaining high standards of service delivery and ensuring that our staff are equipped with the latest knowledge and skills. This commitment involves providing regular opportunities for training, encouraging staff to pursue professional development, and supporting lifelong learning.

2. Needs Assessment and Planning

To ensure that our training programs are relevant and effective, Beanies Family Support will conduct regular needs assessments to identify the specific training and development needs of our staff. This process involves gathering input from employees, supervisors, and stakeholders to determine the skills and knowledge required to meet current and future service delivery demands. Based on these assessments, we will develop comprehensive training plans that align with organisational goals and individual career aspirations.

3. Comprehensive Training Programs

Our training programs are designed to cover a wide range of topics relevant to our services, including but not limited to, child and young person advocacy, NDIS application support, support coordination, youth coaching, early intervention, early childhood consulting, counselling, and community event support. These programs will include a mix of on-the-job training, workshops, seminars, online courses, and professional development activities to ensure that staff receive well-rounded and practical learning experiences.

4. Accessible Training Opportunities

Beanies Family Support is committed to ensuring that training opportunities are accessible to all staff, regardless of their role or location. This includes providing flexible training schedules, offering remote and online learning options, and accommodating the diverse needs of our workforce. By making training accessible, we ensure that all employees have the opportunity to develop their skills and advance their careers.

5. Qualified Trainers and Facilitators

To deliver high-quality training programs, Beanies Family Support will engage qualified trainers and facilitators with expertise in their respective fields. Our trainers will possess the necessary qualifications, experience, and teaching skills to effectively impart knowledge and skills to our staff. We will also provide opportunities for internal staff with expertise to deliver training, fostering a culture of shared knowledge and peer learning.

6. Evaluation and Feedback

To ensure the effectiveness of our training programs, Beanies Family Support will implement robust evaluation and feedback mechanisms. This includes collecting feedback from participants, assessing the impact of training on job performance, and reviewing training outcomes against organisational goals. Regular evaluations will help us to identify areas for improvement and make necessary adjustments to our training programs.

Specific Training Guidelines for Service Areas

1. Child and Young Person Advocacy

Staff involved in child and young person advocacy will receive specialised training on child protection, legal rights, effective communication with children, and advocacy strategies. This training will equip them with the skills and knowledge needed to effectively represent and support children and young people.

2. NDIS Application Support

Training for staff providing NDIS application support will focus on understanding the NDIS framework, application processes, eligibility criteria, and how to assist clients in preparing and submitting applications. This ensures that staff can provide accurate and effective support to clients navigating the NDIS system.

3. NDIS Support Coordination

Staff involved in NDIS support coordination will receive training on developing and implementing support plans, coordinating services, and working collaboratively with clients, families, and service providers. This training will enable them to effectively manage and coordinate the various supports and services that clients require.

4. Youth Coaching

Training for youth coaching staff will cover topics such as youth development, mentoring techniques, goal-setting, and motivational strategies. This ensures that coaches can provide effective and supportive guidance to young people, helping them to achieve their personal and professional goals.

5. Early Intervention Support

Staff providing early intervention support will receive training on developmental milestones, early childhood education strategies, and working with families to support young children's development. This training will enable them to deliver high-quality early intervention services that promote positive outcomes for children.

6. Early Childhood Service Consulting

Training for early childhood service consultants will focus on best practices in early childhood education, program evaluation, and consulting skills. This ensures that consultants can

provide expert advice and support to early childhood service providers, helping them to improve their programs and practices.

7. Counselling

Counselling staff will receive ongoing training in evidence-based therapeutic approaches, mental health issues, and ethical practice. This ensures that counsellors can provide effective, professional, and compassionate support to clients facing a range of mental health and emotional challenges.

8. Community Event Support

Staff involved in community event support will receive training in event planning, risk management, community engagement, and logistical coordination. This training will equip them with the skills needed to plan and execute successful community events that promote social inclusion and community well-being.

Responsibilities

1. Management Responsibilities

Management at Beanies Family Support is responsible for fostering a culture of continuous learning and providing the necessary resources and support for staff training and development. This includes identifying training needs, developing training plans, and ensuring that training opportunities are accessible to all staff.

2. Employee Responsibilities

Employees are expected to actively participate in training and development opportunities, apply the knowledge and skills gained in their work, and provide feedback on the effectiveness of training programs. By taking ownership of their professional development, employees contribute to the overall success of the organisation.

3. Training Coordinator Responsibilities

The Training Coordinator is responsible for overseeing the planning, delivery, and evaluation of training programs. This includes coordinating training schedules, selecting qualified trainers, and ensuring that training content is relevant and up-to-date. The Training Coordinator also plays a key role in collecting feedback and making continuous improvements to the training programs.

Monitoring and Evaluation

Beanies Family Support will conduct regular monitoring and evaluation of our training and development programs to ensure their effectiveness and relevance. This includes reviewing training outcomes, gathering feedback from participants, and assessing the impact of training on service delivery and employee performance. The findings from these evaluations will inform future training initiatives and help us to continuously improve our training programs.

Conclusion

Beanies Family Support is committed to providing high-quality, consistent, and client-centred services through the continuous development of our staff. By adhering to the standards outlined in this Employee Training and Development Policy, we aim to ensure that all employees have the skills and knowledge needed to excel in their roles and deliver exceptional services to our community.