



Induction Procedure

Voluntary Action Shetland seeks to respond to and support voluntary services in Shetland by meeting present and emerging needs, developing and promoting new ways of responding and encouraging people in Shetland to offer voluntary service to their community.

Our Vision

VAS’s vision for Shetland is to achieve a position where all citizens and third sector organisations are empowered and enabled to grow strong and vibrant communities. This includes:

- To support the growth, capacity and development of the third sector in Shetland
- To continue to promote volunteering through the Saltire Awards and locally developed schemes
- To utilise the knowledge, skills and expertise of the third sector to enhance delivery of local services
- To support and encourage the development of social enterprises
- To continue to be involved in Community Planning locally

Objectives and Activities

Voluntary Action Shetland’s objects and principal activities are to:

- Promote any charitable purposes for the benefit of the inhabitants of Shetland and in particular the advancement of education, improvement of health and the relief of poverty, distress and sickness
- Promote and organise co-operation in the achievement of the above purposes and to that end bring together Council representatives of the statutory authorities and voluntary organisations engaged in the furtherance of the above purposes or any of them within Shetland
- Do all other things as will properly attain the above purposes

Signed: **Chairperson**

Date:

Review Date:

This manual is for VAS employees and board members. It will provide guidance to assist staff and directors in carrying out their duties. It will be given to new staff and directors as part of induction process. It details the Mission, Vision and Objectives of VAS and will assist new staff and board members gaining knowledge of the day-to-day operations of VAS.

Voluntary Action Shetland is one of the 32 Third Sector Interfaces throughout Scotland. We are recognised locally and nationally as key agents of change by assisting the process of democratic renewal, strengthening local decision making and governance, supporting communities through process of change.

A proportion of our funding comes through the Scottish Government to contribute to development of digital participation, health and social care, early year's interventions, community empowerment, third sector support and volunteering.

VAS is a registered charity and a company limited by guarantee. All directors are also trustees of VAS.

All VAS staff and directors have responsibility in meeting the objectives of VAS and contributing to the representation and supporting the third sector in Shetland.

Induction Procedure

1. Staff Induction Programme

All staff will undergo an induction programme. This will be explained to the staff member on their first day. As part of the induction process staff will have the opportunity of meeting with all staff and other resident organisations within Market House. Project co-ordinators, team leader and other staff are likely to play a key part in the induction of new members of staff.

Where a new board member is recruited to the board it will be the responsibility of the Executive Officer to ensure they are provided with information to assist them in their role.

This procedure contains relevant staff related information. Any other additional information requested will be supplied. All staff are expected, as part of their induction, to familiarise themselves with the content of this document and the relevant policies and procedures of VAS. Staff will be required to sign that they understand the contents of this document as part of their induction process.

2. Policies and Procedures

A file of the latest approved VAS policies and procedures is available in the VAS administration and accounts office for inspection by staff. Staff will be asked to comment on any proposed changes to VAS policies at staff meetings where appropriate. Staff will be expected to familiarise themselves with all relevant policies as part of the induction process. Staff will be required to abide by all policies and procedures agreed by the board of VAS. All policies and procedures are available at: <http://www.shetland-communities.org.uk/subsites/vas/resources-and-publications.htm>

3. Board of Directors

VAS is a registered charity and company limited by guarantee, managed by a Board of 9 Directors made up from VAS membership. As part of the induction for new staff, the role of the Board will be fully explained to the new staff member.

4. Clients/Users/People

VAS's vision for Shetland is to achieve a position where all citizens and third sector organisations are empowered and enabled to grow strong and vibrant communities. We do this by assisting third sector, community groups, communities, strategic partners and local and national partners.

Feedback should be sought wherever possible, evaluation and review is an important tool to assist VAS to change, amend and react to responses from users of our services.

5. Training and Development

VAS is committed to the ongoing development of its staff and management board. A training record for each staff member is kept in their personal file. All requests for training and continued professional development are considered and authorised by the Executive Officer where training is considered appropriate to VAS and funding is available. Staff training and development is discussed during annual appraisal meetings.

6. Quality Matters Self-Assessment Programme

VAS is committed to undertaking the European Framework for Quality Management (EFQM). This is a continuous quality improvement scheme. All nominated staff and Board Members will be required to participate.

7. Suggestions

The Management Board of VAS is committed to continuous improvement of the organisation. All staff are expected to play a role in the improvement of the organisation and the Management Board will always welcome suggestions from staff on how our service can be improved. Suggestions for improvement should be made in writing to the Executive Officer.

8. Complaints

Where a staff member has a complaint about any aspect of their work they should follow the procedures identified in the grievance procedure. Where a customer identifies dissatisfaction with the organisation the customer should be asked if they would like a copy of the complaints procedure. This should be reported to the Executive Officer.

Welcome

Introduction

This guide is designed to help you through the process of induction as you get to know your new employer. It is yours to keep and refer to whenever necessary.

However, it is important to know that there is more to your induction than this guide. You will find as you work through this pack that you will be directed to accessing additional information about VAS, its policies and procedures and information relevant to your role.

It will be important that you work closely with your supervisor throughout your induction process, so that you can fill out the induction checklists together, and discuss which parts relate to your job.

If you require a copy of this guide in larger font please contact Team Leader on 01595 743902.

Your induction

What is induction?

Induction is a learning and training process aimed at helping you to settle into your job; it should ensure that you are motivated and supported in your efforts to do your job effectively. Induction enables both you and VAS to build a working relationship. As such, it isn't something that can be taught on a course or delivered to you on your first day; it may take months to complete, as you get to know your colleagues, understand the structure of the organisation and build up relationships with others.

The whole process is a shared one, between VAS as a whole, your supervisor and you as the employee. Other people, although not responsible for your induction, will also have a part to play – these may be colleagues in your project or in the wider organisation.

After working through this guide with your line manager, you should be able to:

- understand where you fit into VAS
- know about the structure of VAS
- understand the history of VAS
- understand your responsibilities as an employee of VAS
- know where to find the main policies and procedures of VAS
- settle into your role.

Roles and responsibilities for induction

There are three main partners in the induction process: VAS, your supervisor and you. They all have a responsibility to fulfill certain tasks.

VAS should:

- establish suitable systems and processes (such as this guide)
- make induction materials available
- provide you with the necessary tools to do the job

Your supervisor should:

- take responsibility for your induction
- monitor and support you in your progress
- help define and agree your task objectives
- schedule any appropriate training

You as an employee should:

- take a full part in the induction process
- be committed to learning what you need to carry out your task
- ask for guidance and information if you find it is not forthcoming

Induction stages

Your induction will be tailored to your needs and fit in with your duties. However, there are certain matters, which must be covered within certain timescales and you and your supervisor should work together to ensure that this happens.

For instance, the first day should familiarise you with your working environment, your colleagues and your working and contract conditions. By the end of the first week you should also have studied some of the background to the organisation and know where to find policy and procedure documents. Your own induction and training requirements should also be established. At the end of the first, third and sixth months you should have reviewed your own progress against your agreed objectives.

In the next section you will find an induction checklist, which indicates topics to be covered and the time periods within which they should be completed. Please study the checklist carefully and make sure that each item can be ticked off.

At the end of your induction period you will be asked to reflect back on your plan and report back to your supervisor in a final review.

To keep your induction guide complete, you should photocopy the sign off and feedback forms at the back of this guide.

Probationary period (if applicable)

Your probationary period overlaps with, but is completely separate from your induction. It is an opportunity for both you and VAS to decide whether we are suited to one another.

Your contract of employment will outline the specific terms of your probationary period but general points to note are:

- the disciplinary procedure does not apply during this period
- your contract of employment can be terminated with one week's notice in writing by either you or VAS during this period

VAS reserves the right to extend your probationary period.

Induction checklist

This checklist should be used to confirm that the relevant issues have been covered to the satisfaction of you and your line manager. At the end of your induction period, you and your line manager must sign off the checklist. If a particular part is not applicable to you please put N/A. These lists are not arranged in any particular order.

Name of Employee:		Job Title:		
Day/Week/Month	Activity	Responsibility	Reference materials	Date completed
Day 1	Welcome –	Supervisor		
	Induction process explained	Supervisor	This guide	
	You should be shown around Market House and have fire procedures explained to you	Supervisor		
	Your role and that of your supervisor to be outlined	Supervisor		
	Start to complete your Induction Plan.	Joint	This guide	
	You will be given a contact list for help/information, mobile phone numbers.	Supervisor		
	If you use IT equipment basic information on how to use it and where to save documents.	Supervisor		
	A quiet time for you to settle in and adapt on the first day must be provided.	Supervisor		
	Be given instruction and	Supervisor		

	codes to use photocopiers, franking machine and other appropriate Market House equipment.			
	Check that you understand your contract of employment, including working hours and annual leave entitlement	You	Contract of employment	
	How/when you get paid	Supervisor		
	P45/P46 received	Supervisor		
	Be given information on Pension scheme	Supervisor		
Week one	If special equipment is required to perform your duties you should have the actual equipment and instructions for use.	Supervisor		
	You should have agreed and started to complete your induction objectives plan, set SMART* objectives for Month 1 and agreed review dates.	Joint	Induction guide	
	You should read the Health and Safety policy and understand your obligations.		H & S policy	
	You should understand the role of VAS, its activities and their importance.	You	Induction guide	
	Be given training on reception duties	Receptionist	Reception Manual	
Month 1 - 5	Review your progress against your objectives. Plan objectives and fill in the checklist.	Joint	Action plan	
	Set your SMART objectives up to month 6.	Joint	Action plan	
	Increase your knowledge of VAS and its structure	You		
	Learn about the different projects of VAS	You/All staff		
	Read about funding of VAS.	Joint		

	Know where to find VAS policies and procedures.	You	Induction guide	
	Start working on your training programme.	Joint	Induction guide	
	Set your SMART objectives for Month 6. Discuss any further training and development needs.	Joint Joint	Action plan Induction guide	
Month six	Probationary period should be completed (if relevant)	Joint		
	Give feedback on your induction	You		
	Receive information on staff appraisal system	Line manager		
	Complete the sign-off and feedback form at the end of this guide	Joint		
Sign off and completion	I can confirm that the above checklist has been completed in line with the dates shown above			
Your name:	Your signature:		Date:	
Line manager's name:	Supervisors signature:		Date:	

Your induction objectives

To provide some structure and set some targets for your induction it is important that you work with your supervisor to agree a number of objectives that will be reviewed at regular intervals during your induction period. To ensure these are concrete objectives you must ensure that they are SMART (Specific, Measurable, Attainable, Realistic and Timely) in the role you have been recruited to undertake.

INDUCTION ACTION PLAN

Name of employee:		Job role:
Name of supervisor:		
Objectives for week one		
Induction complete:- VAS Employees Market House Discuss future work plan Policy and Procedures	By when	Notes
Review date:		
Employee signature:		Supervisor signature:

Objectives for month one

	By when	Notes
Work Plan developed Introduction to relevant partners Meeting Knowledge building		

Review date:

Employee signature: Supervisor signature:

Objectives for months two to five

	By when	Notes
Knowledge of the role Contribute to objectives of VAS and role		

Review date:

Employee signature: Supervisor signature:

Objectives for month six and onwards		
	By when	Notes
Settling into job role Work plan complete Developing future needs and work		
Review date:		
Employee signature:		Supervisor's signature: