

## VOLUNTARY ACTION SHETLAND - SHETLAND BEFRIENDING SCHEME

### VOLUNTEER TRAINING POLICY

#### **Introduction**

The scheme recognises the importance of volunteer initial training, not only for assessment processes to ensure the service is recruiting the most suitable individuals to volunteer, but also for Health and Safety reasons and the reassurance to service users and volunteers that they are fully prepared for their role as a befriender. For this reason initial training is compulsory before allowing volunteers to be matched.

The volunteer training has been developed and is reviewed in line with the scheme's current policies and procedures and reference will be made to scheme policies to endorse all training sessions and key points. All accepted volunteers will be provided with a link to all the policies and procedures available online on the Shetland Befriending Scheme's webpage at the volunteer training feedback session upon completion of all training sessions.

#### **Initial Training for Volunteers for Children and Young People 7-15 years and for Children and Young People with ASN 7-18 years**

The scheme will offer all volunteers who have been successful at interview stage initial training.

#### **Initial Training for all volunteers is delivered over 5 training sessions, each one lasting 2 hours and 30 minutes.**

Topics covered in the initial training are as follows:

- Introduction to the Scheme, Role and Task of Volunteer Befriender and Communication Skills
- Boundaries and Confidentiality
- Keeping Adults and Children Safe – Child/Adult Protection Training
- Additional Support Needs Awareness
- Coping with Difficult Behaviour and Personal Safety Issues
- Anti-Discriminative Practice and Impacts and Influences
- Endings of a Befriending Relationship and Experienced Volunteer

## **Initial Training for Volunteers for 16+ Adults/60+ Adults**

The scheme will offer all volunteers who have been successful at interview stage initial training.

**Initial Training for all volunteers is delivered over 5 training sessions, each one lasting 2 hours and 30 minutes.**

Topics covered in the initial training are as follows:

- Introduction to the Scheme, Role of Befriender, Communication Skills
- Boundaries and Confidentiality
- Informed Level Dementia
- Keeping Adults and Children Safe – Child/Adult Protection Training
- Learning Disabilities and Mental Health Problems Awareness
- Anti-discriminatory Practice and Personal Safety
- Loss and Change
- Endings of a Befriending Relationship and Experienced Volunteer

Scheme staff delivering the training will have a training plan with a full description of activities and exercises for each individual session. Each training session will have a set of particular objectives relevant to the topic being discussed and a suitable break with refreshments will be provided half way through the session. Suitable external trainers will be invited in as appropriate to the training topic on the condition that funding is available.

The PVG Scheme application/update forms will be handed out at first week of training and guidance given on completion. It will be expected that these will be returned to scheme staff for sending away.

It will be stressed to all participants on the first week of training that they have been accepted onto training and will only be fully accepted to be a volunteer with the scheme on the successful completion of initial training and that their PVG Scheme check comes back satisfactory.

Scheme staff reserves the right to change and develop the initial training programme to meet the needs of volunteers and service users at any time.

## **Training Format**

Initial Training is offered in a group setting (more than two), pairs and also in a one to one setting. The group setting is preferable however scheme staff are very aware that a potential volunteer may apply and wait a significant amount of time for the group training before other candidates come forward. Dependant on human resources the scheme may offer one to one or pairs training to candidates.

## **Group Training Format**

The initial group-training format is very participative with a workshop set up.

Various formats are used to deliver the training to participants. Those used are:

- Lecture based information sharing i.e. flipchart, PowerPoint/whiteboards
- Small Group Exercises and Discussion with feedback to the larger group
- Large Group Exercise and Discussion
- Personal Exercises
- Pair activities
- DVD viewing
- External Trainers covering specialist areas, i.e. Child Protection, ASN Awareness
- Experienced volunteer coming in and sharing about their own experiences

## **One to One and Pairs Training Format**

One to One and Pairs initial training may be done with potential volunteers and one member of staff if time allows. The same exercises are done as in the group setting but with more of a two or three-way discussion. Personal exercises are done and then shared alongside the opportunity to explore their individual queries and concerns. With Child Protection Training, the potential volunteers are requested to attend the Keeping Adults and Children Safe session with a suitably trained provider when this becomes available before they can successfully complete initial training.

## **Volunteers Opting Out of Initial Training**

It will be stressed to potential volunteers at week one of the initial training from scheme staff that should anyone feel they do not wish to continue with the training to let the member of staff know. The scheme supports the opportunity for potential volunteer self-assessment of opting out in training if people feel it's not for them. It is felt better for volunteers to opt out of training rather than when matched to a service user.

## **Initial Training Evaluation**

The training will always be fully evaluated at the end by those who have been attending through the completion of evaluation feedback forms. This is done because all feedback offers the opportunity for staff to change and develop the training more positively to make it increasingly relevant and interesting for the next group of volunteers to be trained.

## **Volunteer Training Assessment**

All potential volunteers are assessed through each week of the training and formally recorded in their Volunteer Assessment Proforma. Any volunteer who misses a training session, staff will provide one to one training on the session they have missed so that no volunteer misses out on any vital information and training.

On completion of the training, the potential volunteer's Assessment Proforma will be given to the project co-ordinator for signing off before the scheme can formally accept the volunteer. Once the staff member gets back the assessment proforma, a training feedback and review meeting will be conducted with each volunteer.

Each volunteer will be provided with a welcome pack which will include the following:

- Checklist for Volunteer Training Feedback Session
- Relevant Activity leaflets
- Equipment Bank information
- Volunteer Agreement – *(to be signed at session)*
- Matching Process Forms for Volunteers – *(to be completed and returned)*
- Volunteer User Profile – *(to be completed and returned)*
- VAS Complaints Leaflet
- A link to the scheme's Policies and Procedures online
- Volunteer Certificate of Achievement

## **On-Going Training Opportunities**

All trained volunteer befrienders will be given the option to attend on-going training opportunities. These may be:

- Attendance at Peer Support Volunteer sessions – offering awareness raising training opportunities i.e. drugs and alcohol awareness/Dementia Friendly
- Specific Training for a specific condition the volunteer may be dealing with

The scheme will endeavour to offer training opportunities to volunteers that are relevant to their befriending role in line with available resources. All on-going training opportunities are complementary to the role of befriender and volunteers can choose to opt in or out for these.