



PLANETARY HEALING CENTRE

INDUCTION TRAINING

In recruiting volunteers, one of our Induction training officers will meet and deliver the following training for you:

Welcome on board

How did you get on board?

- 1) You share the same vision as our charity
- 2) Passionate about giving to your community
- 3) Satisfactory qualifications or experience
- 4) Enhanced Disclosure and references

What it takes to be on board?

- The commitment to work with people who are going through challenging times.
- The ability to communicate well with people and to be a good listener.
- The belief that everyone has the right to opportunities to achieve their potential.
- The will to challenge your own assumptions.
- A sense of humour and an ability not to take yourself too seriously.
- The ability to work on a long term with people and monitor the benefits of the services we are offering

First part of the training

Introductions/Understanding our aims and objectives

Overview of the projects we offer

Communication, listening and supporting skills (essential)

Boundaries and Sensitive issues
Disclosure and Code of Conduct
Policies and procedures
Record keeping for evaluation and monitoring
Beginning / Ending a professional relationship with users of our services

3) Some of the outcomes for people benefiting from our work:

- Building of self esteem and confidence
- Stability
- Defining self
- Acceptance
- Health Improvement
- Access to new opportunities of networking with people and community
- Empowerment

Practical Induction training

2. Adopting a warm and friendly approach, keeping personal issues separate, see the person as a client
3. Keeping confidentiality about anything your hear or overhear.
4. What happens if you receive a task you are not able to do? (In practice we have flexibility and you have the right to refuse a task you feel is not possible for you to deliver. Report back as soon as possible to the person who passed the task to you.)
5. Handling money (cheques to the Foundation for Planetary Healing)

Dealing with challenging situations

1. Not taking, anything personally (people accessing the project are vulnerable and we need to be sensitive) unless they are physically or verbally abusive.
2. How to respond to physical abuse (remove yourself from the place, call the reception, call the police)
3. How to respond to verbal abuse (do not engage with responding)
4. Fire safety (must read the Managing fire safety document on our website)

5. If things goes wrong, and you need help: Contact Claudia Goncalves on 0131 449 4467

General Induction training

- Volunteers expenses (lunch and travel)

Use petty cash receipt book. Always staple receipts to it.

Up to 20 pounds there is no need for authorization. Anything over that needs authorization.

- Support and Supervision (this will be via phone call once a Month)
- Ongoing development (Training with Volunteer Centre or with other providers) social activities (end of the year party and other events whenever we can meet up) and self-evaluation (once a year).
- We hope your experience with our charity will give you the opportunity to learn new skills, and gain new experiences.
- The chance to make a difference to the people we work with.

Welcome to our team!