



Growing Hope |
Registered charity 1176358

Growing Hope, KXC, 237 Pentonville Road,
London, N1 9NG | 07496 528506
info@growinghope.org.uk

Training and development policy

Growing Hope is committed to staff and volunteers receiving an appropriate level of training and development in order to ensure that high quality clinical services are provided.

Individual therapists

- All therapists working with Growing Hope must be registered with the Health Care Professions Council or be an accredited counsellor.
- All therapists must be registered and receive professional indemnity insurance through their professional body (E.g. British Association of Occupational Therapists, Chartered Society of Physiotherapists)
- All lead therapist/clinic managers must have at least three years of clinical experience with children. (Please note in rare circumstances this may be reconsidered at the discretion of Growing Hope's trustees).
- All volunteers must have prior experience of working with children.
- All therapists must submit their CV and have two referees who support their ability to provide a high standard of therapy in clinic-based children's practice.
- All therapists must be Christians and able to offer prayer at the end of therapy sessions.

Induction training

- All volunteers and therapists will receive induction training.
- During induction all staff and volunteers must read all of Growing Hope's policies in order to ensure high and safe standards of working.

Clinical Supervision

- All therapists employed by any Growing Hope clinic should receive monthly supervision, this will be paid for by Growing Hope. (this should make use of the paperwork in appendix 1).
- Growing Hope Therapists have a responsibility to ensure that their supervision occurs every 4-6 weeks.
- Clinical supervision can be from an appropriate experienced clinician volunteering with Growing Hope. If no such clinician is available Growing Hope will pay for clinical supervision to take place.
- All clinical supervisors must have at least 5 years of clinical experience with children in the appropriate profession and be registered with the



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relevant professional body. All supervisors must provide a CV, two references and partake in an interview- these details will be stored by Growing Hope (umbrella) charity.

- Volunteers and Freelancers are expected to keep their own CPD up to date and to ensure that they have regular clinical supervision.
- Growing Hope believes that progress and development is a dynamic and ongoing process, it is therefore expected that any staff member or volunteer will have regular contact with the Lead Therapist/Clinic Manager and supervisor in order that this is an ongoing process.
- It is the responsibility of clinical staff and volunteers to seek help and support if they are unsure or feel they require further training in their role.

Progress review and pay increases

- Any staff member working with Growing Hope must complete an annual progress review where they review their progress from the previous year and set targets for the year ahead with their clinic supervisor. This annual review should take place at 12 month intervals from the start of their employment.
- The completed paperwork (appendix 2) should also be discussed and signed off by the pastoral supervisor (either someone from the church staff team or the Lead Therapist and Clinic Manager in the case of Growing Hope clinics where there is more than one clinician employed).
- The completed review will be stored formally on the staff member's record and will make a recommendation as to whether the employee has met the required standards and targets for the year (as seen in appendix 3 and the Growing Hope payscale, pay and leave policy).
- If the targets and requirements of the employee's role have been met they will be awarded with an incremental increase to their salary. Following the receipt of the review paperwork the trustee board can sign off a pay increase¹ (as seen in appendix 4 and detailed in the Growing Hope payscale, pay and leave policy). This increase should be reflected in the employee's pay the month following the annual review.
- All volunteers are requested to sign a Volunteer Agreement (appendix 5) with the Lead Therapist and Clinic Manager or senior manager. This

¹ In the unusual circumstance that the board feels there is not enough funding for the pay increase to be effective immediately, this should be reviewed at the next trustee meeting, with the intention that the increase would start in the following quarter. Please note any pay increase will be subject to the upper limit of the banding of the designated role.



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agreement should be reviewed at the end of each volunteer term to make sure both sides wish to continue with the agreement.

Clinical training and courses

- Training under £500 can be signed off directly by the Growing Hope senior leadership team. Training over £500 should be presented to the trustees in a table with three potential training courses, the associated costs, and justification for the staff members preferred option. The trustees will then make a decision at their next trustee meeting (which occurs quarterly).
- The course must further the quality and standard of clinical service provided by the clinic.
- If funding is granted the therapist will be expected to provide in house training to any other staff to share what has been learnt from the course.

Date Adopted: 15th November 2017

Date Amended: April 2021

Version: 3

This policy should be considered in line with other Growing Hope policies (e.g. safeguarding, faith policy, employment policy).



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Appendix 1 - Clinical Supervision paperwork

Supervisor name		Today's date	
Clinician name		Next supervision date & time	
Item		Discussion and actions	
Caseload management			
Safeguarding			
Training and Development			
Time management			
Annual review goals and progress			



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Appendix 2 – Growing Hope Progress review paperwork

Clinician name		Today's date	
Clinical supervisor name		Pastoral line manager name	
Summary of year from Clinical Supervisor (name three positives and two constructive points)		Summary of year from Pastoral line manager (name three positives and two constructive points)	
Last year's goals: 1. 2. 3.		Describe how these goals have been met:	
Review of clinical standards for role (discuss and comment on the following)		<ul style="list-style-type: none"> • Communication and relationship skills • Knowledge, training and experience • Planning and Organisational skills • Responsibility areas • Physical skills 	
Three goals for the year ahead (must be Smart, Measurable, Achievable, Realistic and Timely)		1)	
		2)	
		3)	

Please sign, print name and date

Signed Employee _____

Signed Clinical Supervisor _____

Signed Pastoral Line Manager _____

Appendix 3 – Growing Hope role descriptions

Work area	Admin Support/ Support role	Junior therapist/ Junior role	Senior therapist/ Senior role	Lead therapist and clinic manager/ Management role
Communication and relationship skills	<p>Responsible for day to day enquiries that come via phone, email or written communications.</p> <p>Ability to respond sensitively and confidentially with requests where appropriate.</p> <p>Good communication skills with a range of individuals.</p> <p>Judgements involving facts or situations, some of which require analysis.</p> <p>Providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts.</p>	<p>Responsible for day to day enquiries that come via phone, email or written communications and appropriate responses with a range of individuals.</p> <p>Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.</p> <p>Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding or providing and receiving complex and sensitive information.</p>	<p>Judgements involving complex facts or situations, which require the analysis, interpretation and comparison of a range of options.</p> <p>Providing and receiving complex, sensitive or contentious information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding.</p>	<p>Judgements involving highly complex facts or situations, which require the analysis, interpretation and comparison of a range of options.</p> <p>Providing and receiving highly complex, highly sensitive or highly contentious information where there are significant barriers to acceptance which need to be overcome using the highest level of interpersonal and communication skills, such as would be required when communicating in a hostile, antagonistic or highly emotive atmosphere.</p>

Work area	Admin Support/ Support role	Junior therapist/ Junior role	Senior therapist/ Senior role	Lead therapist and clinic manager/ Management role
Knowledge, training and experience	<p>Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.</p> <p>Understanding of a range of routine work procedures possibly outside immediate work area, which would require job training and a period of induction.</p>	<p>Provides basic clinical advice. Implements clinical care/care packages or provides clinical technical services to patients/clients.</p> <p>Understanding of a range of work procedures and practices, which require expertise within a specialism or discipline, underpinned by theoretical knowledge or relevant practical experience.</p>	<p>Regularly responsible for providing training in own discipline/practical training or undertaking basic workplace assessments.</p> <p>Develops programmes of care/care packages or provides specialist clinical technical services or provides specialised advice in relation to the care of patients/clients.</p> <p>Specialist knowledge across the range of work procedures and practices, underpinned by theoretical knowledge or relevant practical experience.</p>	<p>Regularly responsible for providing training in own discipline/practical training or undertaking basic workplace assessments.</p> <p>Develops programmes of care/care packages or provides specialist clinical technical services or provides specialised advice in relation to the care of patients/clients.</p> <p>Highly developed specialist knowledge across the range of work procedures and practices, underpinned by theoretical knowledge and relevant practical experience.</p>
Planning and Organisational skills	<p>Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing.</p>	<p>Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.</p>	<p>Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.</p>	<p>Formulating long-term, strategic plans, which involve uncertainty and which may impact across the whole organisation.</p>



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Work area	Admin Support/ Support role	Junior therapist/ Junior role	Senior therapist/ Senior role	Lead therapist and clinic manager/ Management role
Responsibility areas	<p>Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer based data entry systems and maintaining these.</p> <p>Taking and transcribing meeting minutes.</p> <p>May involve assisting with financial data or handling and processing petty cash.</p>	<p>Responsible for ensuring high quality day to day clinical practice in accordance with clinical expertise.</p> <p>Responsible for accurately keeping records and ensuring confidentiality for client.</p>	<p>Responsible for day-to-day supervision or coordination of a small number of junior staff within the service.</p> <p>Responsible as line manager for a single function or department.</p> <p>Responsible for ensuring high standards of clinical delivery to clients they are working with.</p> <p>Responsible for accurately keeping records and ensuring confidentiality for client.</p>	<p>Responsible for the allocation or placement and subsequent supervision of qualified staff or students.</p> <p>Responsible as manager for multiple functions within the service. Responsible for the management and development of systems across the clinic/ organisation.</p> <p>Responsible for the delivery of core HR advice on a range of subjects.</p> <p>Monitors or contributes to the drawing up of department/service budgets and service development plans.</p>



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				Responsible for accurately keeping accurate records and ensuring confidentiality for client.
Physical skills	The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.	The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error.	The post requires highly developed physical skills where a high degree of precision or speed and high levels of hand, eye and sensory co-ordination are essential.	The post requires highly developed physical skills where a high degree of precision or speed and high levels of hand, eye and sensory co-ordination are essential.

Appendix 4 – Pay increments (see payscale, pay and leave policy for further details).

Pay scale per year according to years of experience	Admin Support	Junior therapist	Senior therapist	Lead therapist and Clinic manager
<1 year	£24,000	£26,500	£30,000	£37,000
1-2 years	£24,500	£27,000	£31,000	£38,000
2-3 years	£25,000	£27,500	£32,000	£39,000
3-4 years	£25,500	£28,000	£33,000	£40,000
4-5 years	£26,000	£28,500	£34,000	£41,000
5-6 years	£26,500	£29,000	£35,000	£42,000
6 years +	£27,000	£29,500	£36,000	£43,000

Please note for those working within London pay is subject to London weighting as follows:

Pay scale according to level of experience	Additional salary		
	Inner London	20% of basic salary	£4,200 minimum, £6,499 maximum
	Outer London	15% of basic salary	£3,553 minimum, £4,528 maximum
	Fringe	5% of basic salary	£971 minimum, £1682 maximum



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Volunteer agreement and role

Growing Hope strives to ensure that volunteers are offered a positive experience during their time with the charity and that the expectations for both parties are met.

In order to achieve this, the agreement, which is in no way legally binding, aims to identify the expectations of both parties in order to ensure an effective relationship during the period of the voluntary role.

Part 1 – The Charity

As part of this agreement Growing Hope will:

- Recruit and manage volunteers in line with equality of opportunity, ensuring that all sections of the community are targeted and find the charity accessible.
- Offer induction and training that meets the needs of the voluntary role.
- Cover expenses as per our expense policy.
- Provide ongoing supervision and support sufficient to the requirements of the role.
- Provide adequate insurance cover for the needs of the volunteering role.
- Provide a safe volunteering environment.
- Apply our complaints procedure to deal with any problems that arise.
- Provide written references after volunteers have completed their induction training and have carried out the role for 6 months.
- Try to resolve problems, grievances or difficulties that may arise during the period of volunteering.
- Ensure that volunteers are aware of the work of the charity and have access to information such as the Growing Hope newsletter.

Part 2 – The Volunteer

As part of this agreement the volunteer will:

- Carry out the role in line with the service's policies and procedures.
- Attending initial meetings and catch ups as required to carry out the role.
- To follow all Health & Safety procedures outlined in the organisation's policies (www.growinghope.org.uk/policy)
- Complete and return all required paperwork as advised by Growing Hope using designated systems where these are in place.
- Respect the client group, Growing Hope staff and other volunteers.
- Maintain professional boundaries and dress appropriately for the role.

Agreement

To comply with all relevant legislation including, but not limited to, Data Protection Act 2018.

This agreement is binding in honour only and neither party intends any employment relationship to be created as a result of this agreement.

Details specific to role



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Volunteer name	
Role title	Newsletter volunteer (Umbrella)
Agreed volunteering times	Monthly newsletter draft and send out
Continuous period of volunteering	1 year
Details of volunteer role and tasks	<ul style="list-style-type: none">• Using information provided by the CEO/ lead therapists and clinic managers write a monthly newsletter for all supporters.• Check this newsletter and links and then send out to supporters.• Gain more information or content where necessary by communicating with Growing Hope team.• Communicate all Growing Hope events and activities as requested.
I would like to sign up to the Growing Hope newsletter? (if so please provide email address here)	
	Naomi Graham (naomi@growinghope.org.uk , 07496528506)

- I consent to Growing Hope storing my data on an encrypted database in order to keep me updated and to store my volunteering details (such as this agreement).

Signed (Volunteer):

Name (Please print):

Date:

Signed (Volunteer Manager):

Name (Please print):

Date: