

Paper 4 (updated November 2018)

Induction and Core Training Programme

Introduction

It is expected that employers will ensure each CLW receives a suitable induction at the start of their employment as a community link worker, and given the challenging and demanding role that CLW will undertake it is crucial for them to also have a basic core training programme. The following is guidance on what might be included in an induction and core training programme.

Outcome of Induction

The Community Link Worker:

- Understands the context, background and ethos to community link working
- Feels prepared for the CLW role in working with clients on a 1:1 basis
- Builds the relationship with GPs and the wider practice teams
- Develops and maintains the relationship with community resources (both local and national)
- Understands what standard of service they should provide to ensure people are treated with respect and dignity (see paper five)

This programme is not mandatory however it aims to give helpful direction to suggested inputs that should be covered in the induction programmes for Community Link Workers.

It will be the responsibility of each Health and Social Care Partnership in conjunction with their third sector delivery partners and GP practices to ensure each CLW receives a bespoke induction programme. There is complete flexibility in how the induction programme is delivered and by whom, however it is expected that a range of delivery methods will be employed.

This should be seen as the minimum induction and each area will be able to utilise a range of local and national contacts and resources to support the induction to ensure the CLW is equipped to undertake the role.

Useful websites for resources

<https://elearning.healthscotland.com/>

<https://www.aliss.org/>

<https://www.nhsinform.scot/>

Week 1

Monday	Tuesday	Wednesday	Thursday	Friday
<p>AM Session</p> <p>Introduction to employer- 3rd sector organisation</p> <p>HR induction-forms/internal processes</p>	<p>AM Session</p> <p>Awareness and understanding of Inequalities sensitive practice/Poverty</p> <p>Equalities legislation</p> <p>Service standards</p>	<p>AM Session</p> <p>Data protection and consent</p> <p>Code of Confidentiality</p> <p>Mental health awareness</p>	<p>AM Session</p> <p>Good conversations/ Motivational Interviewing</p> <p>Relationships and boundaries</p>	<p>AM Session</p> <p>Community Assets Mapping and meeting local organisations</p>
<p>PM Session</p> <p>Overview of links working/Understanding of their role and responsibilities</p> <p>Introduction to GP Practice team</p> <p>Awareness and understanding of how primary care works</p>	<p>PM Session</p> <p>Overview of HSCP services and core referral pathways</p> <p>e.g Welfare rights services and referral pathways/ Social Care/Mental health/ Addiction services</p>	<p>PM Session</p> <p>Time in GP practice / shadowing another CLW</p>	<p>PM Session</p> <p>Monitoring and evaluation requirements</p>	<p>PM Session</p> <p>Community Assets Mapping and meeting local organisations</p>

Week 2

Monday	Tuesday	Wednesday	Thursday	Friday
<p>AM Session</p> <p>Public Protection training</p>	<p>AM Session</p> <p>Mental health & trauma training</p>	<p>AM Session</p> <p>Community Assets Mapping and meeting local organisations</p>	<p>AM Session</p> <p>Introduction to national and local information mapping resources, for example NHS Inform, NHS 24 and ALISS</p> <p>SG Fuel poverty Webinar</p>	<p>AM Session</p> <p>Time in GP Practice</p>
<p>PM Session</p> <p>Time in GP Practice</p>	<p>PM Session</p> <p>Mental health & trauma training</p>	<p>PM Session</p> <p>Introduction to Health Behaviour Change</p>	<p>PM Session</p> <p>Health and Safety</p> <p>Lone Working</p> <p>Out of hours</p> <p>Risk assessments</p>	<p>PM Session</p> <p>Supervision and support line manager</p>

Core Training Programme

There is no professional qualification or regulatory body for Community Link Workers (CLW); they will come from a variety of backgrounds and experience, each having a unique set of skills and knowledge. Given the challenging and demanding role that CLW will undertake, in general practice, it is crucial for them to have basic core training and awareness in the following:

- ASIST and /or Safe Talk
- Public Protection Awareness Raising and Response
- Adult Support and Protection (ASP): Level 2
- Health Behaviour Change
- Emergency First Aid
- CPR Training
- Trauma Skilled Practice and Resilience
- Bereavement
- Conflict resolution
- Challenging behaviour