

CRUMBS

Training for independence



The Crumbs Project Best Practice Guide

The Best Practice Guide

for Key workers, Support Workers, Carer's, Parents and Personal Assistants supporting Crumbs Trainees

This booklet is aimed at Key workers who are assisting our trainees while they are attending our Training programme.

(We use the term key worker throughout this booklet for all those supporting our trainees externally. The term client or trainee represents the person you are referring and supporting whether they are your child, client, customer or ward)

This booklet will cover:

- The role of a trainee
- Our criteria
- What our aims are
- Trainee Induction
- Work-Steps
- keyworkers



Crumb provides skills based training and personal development to men and women who have a mental health issue, learning disability, head injury or stabilised drug or alcohol addiction who ultimately wish to gain paid/ voluntary employment, and/ or further education.

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The role of a Crumbs trainee

The role of a trainee is to take part in the Training Programme. Trainees will be expected to be responsible and committed to their training. It is important that they work as a team with the staff, Volunteers, Interns and trainees. Catering Trainees will be working/training in the main kitchen, bakery and dining room, they may be expected to work/train in other locations other than the training centre. Trainees will learn customer service, food preparation, cooking, baking and money handling skills. They will be expected to attend courses such as Food Hygiene and Health & Safety as part of your training.

Admin Trainees will be working in the Reception office. They will learn how to answer the phone and transfer calls correctly, Customer Service, receive and respond to e-mails, data input, print, photocopy, create posters and laminate notices and menus.

Housekeeping Trainees will be working throughout the building. They will learn how to provide a clean and safe environment using correct cleaning products and materials and using colour coded cleaning tools. They will have the opportunity to learn about Health and Safety, Waste Disposal and COSHH (Control of Substances Hazardous to Health).

Trainee responsibilities:

- To arrive for work and training on time at the set time given.
- You will need to change from your personal clothing into the correct work clothing.
- Lock your keys, phones and valuables away in the locker.
- You will need to be changed and ready to start work and training 5 minutes before your session starts.
- Be committed to your learning.
- Pay attention to instructions and training given at all times.
- Be respectful to all you are working with.
- Good personal hygiene and appearance.

Kitchen / Bakery: The trainee must be involved in the following:

- Food preparation, cooking and baking.
- Preparing food for buffet deliveries.
- Preparing hot and cold meals for residents
- Cake decorating.
- Cleaning up your working/training area.
- Cleaning duties in the kitchen/bakery.
- Operating dishwasher/washing up and putting items away.

Dining room / front of house: You must be involved in the following:

- Preparing and setting up of the tables.
- Ensuring the customer area is clean and tidy.
- Operate the till.
- Take food and drink orders from customers.
- Be polite and well-mannered at all times.

Literacy / Numeracy / I.C.T / other training:

- Arrive on time for your classes.
- Be prepared for your classes.
- Do any homework set.
- Commit to your classes.



Reception: The Trainee must be involved in the following:

- Receiving and directing phone calls to the appropriate person.
- Greeting and directing visitors to an appropriate place.
- Customer service.
- Sending and replying to e-mails.
- Data input.
- Printing, photocopying and laminating papers, notices and posters.

Housekeeping: The Trainee must be involved in the following:

- Hoovering
- Washing floors
- Cleaning and replenishing washroom facilities
- Cleaning windows.
- Laundry



The Crumbs Project Criteria

Our Criteria

All persons wishing to join the Programme must fulfil the following criteria:

1. **Demonstrate commitment:** Prospective Trainees must want to attend Crumbs. Attendance shifts will be agreed: these will be a minimum of two per week to start with: more will be added at a later date if required. Consistent time-keeping will be important.
2. **Have basic Literacy and Numeracy skills:** Prospective Trainees must have some understanding of how to read and follow written instructions i.e. a recipe, menus, a set of instructions and product labels. Catering Trainees should also have a general understanding of money and coin recognition. Administration Trainees should have a basic knowledge of using a computer i.e. WORD program. House-keeping staff should be able to recognise basic Health and Safety symbols.
3. **Demonstrate a willingness to learn:** Trainees must be willing and able to learn, follow instruction and accept supervision.
4. **Have a level of fitness:** Catering Trainees should be able to stand for periods of time. Administration Trainees should be able to move around the office and sit for a period of time. House-Keeping Trainees should have a level of fitness which enables them to bend, reach and lift.

Examples of this training includes:

- **Catering skills:** Cooking, baking, soup & sandwich making: allied skills are stock rotation, shortages/need for re-ordering. Using a dishwasher.
- **Administration skills:** Using the phone. Introduction to the usage of office equipment such as: printers, laminator, shredder and guillotine. Learning how to use WORD and Excel Programmes on the computer.
- **House-Keeping skills:** Learning to recognise, use and apply the correct chemicals and materials to maintain a safe and healthy environment for others in their environment.
- **Qualifications:** Basic Food Hygiene/ Health and Safety Certificates/Waste Disposal/COSHH: these must be held, or training undertaken.
- **Vocational skills:** Customer service, using a till, using the coffee machine. Organising leave, reinforcing time-keeping, as required.
- **Social Skills:** Working as a Team: conversational skills: awareness of body language: areas of responsibility.
- **Working alone:** All trainees must gradually be able to demonstrate an ability to undertake simple tasks, working on their own.

5. Have clear aims: A wish to move on into:

- Employment.
- Voluntary work.
- Further education.

6. Be involved in planning goals:

Be willing and able to co-operate with setting a Personal Action Plan.

Trainees must:

- Be willing to attend three-monthly appraisal meetings with their Referring Agent and Crumbs Key Worker.
- Be willing to help set clear goals. A minimum of three realistic goals, achievable each period

7. Be able and willing to perform personal care needs: unaided: Able to perform unaided:

- Personal care needs (using toilet facilities and leaving it clean and tidy, washing hands, changing clothes, appearance clean and tidy).
- Be able to use stairs unaided and move around the work space with a level of fitness.
- To know that their valuables and phones need to be locked away in a locker and to look after the key.
- Self-medication:
- Trainees need to be responsible for their own medication; its safe storage and use.
- Transport: able to travel to and from the Crumbs and be responsible for their own personal safety.

8. Be willing and able to work in a Team: To have an understanding of:

- A consideration of other people's feelings.
- Whilst being helpful to someone with a problem, have the ability to resist the temptation to take over other people's work or tell them what to do.
- A willingness to take turns at the different jobs around Crumbs.
- Be willing to accept supervision and direction

9. Be willing to show respect:

- Work to communicate in a respectful way with others.
- Abstain from racist, sexist, or ageist remarks.
- Aim to be pleasant to customers, staff and co-workers at all times.

- Use language, tone and topics appropriate to the workplace: be especially careful not to offend anyone.
- Avoid swearing, shouting or offensive gestures or remarks.

10. Stamina:

Have the stamina to participate up to five hours per day at Crumbs. As they progress through training this may increase to eight hours per day.

11. Must NOT demonstrate challenging behaviour: Trainees MUST NOT:

- Be a danger to themselves, or others.
- Have a recent history of violence to themselves or others within the past 12 months: a history of violence must be disclosed: a decision regarding admission will be made after an investigation and risk assessment have taken place.
- Alcohol and non-prescriptive drugs will not be allowed on the premises: any person found under the influence of alcohol or non-prescriptive drugs will not be allowed to continue with their training.
- No smoking or Vaping on the Premises.

The Crumbs Project Aims

What our aims are

Our aim is that the mixed-ability trainees learn team working: acquiring skills, resilience, confidence and improved employment prospects through Crumbs specialist pre-employment programmes. Crumbs' Work-Steps programme specifically includes interview techniques and CV compilation whilst undertaking mock interviews and learning basic workplace behaviour. We seek partnership agreements with local employers offering suitable work placements and job trials.



From our base in Bournemouth we offer specialist training provision for mixed-ability trainees. We offer pre-employment programmes of learning across sectors including catering & hospitality, administration, and IT to improve skills, house-keeping, confidence, health and employability.

Our trainees and interns learn essential skills in service delivery, interface with the public and administration, which ultimately equips them for employment after they move on from their time at Crumbs. This is achieved through a mix of practical training, mentor support and work experience.

Our trainees range in age from 18+ and come from a variety of backgrounds, including mental health problems and/or learning disabilities, acquired brain injury or stabilised addiction. All are offered the opportunity to learn and progress in a safe and supportive environment.



Trainees and Interns have shift patterns, aimed at introducing the reality of work, and making the move into transition training for work readiness as smooth as possible. Trainees must check the rota on a weekly basis as it will change from week to week. Trainees are expected to work/train a four hour shift with fifteen-minute break each shift. Trainees working more than six hours (no more than eight hours) will have a thirty-minute break.

The Crumbs Project Induction

Induction Training

An induction programme is an important process for bringing new trainees into our organisation. It provides an introduction to the working environment and the set-up of the trainee within the organisation. As a priority the induction programme must cover any legal and compliance requirements for training at Crumbs and pays attention to the health and safety of the new trainee. During this time, we cover basic Food Safety, behaviour in workplace, time keeping and attendance, and we use this time to help the trainee to settle into their new environment.

The induction period can be from 4 to 8 weeks depending on the trainees needs and level of support needed. They must complete induction fully without breaks (unless urgent or holiday booked prior to starting) before the trainee can join the training programme.

A first review of their induction training will take place at the end of this period. Introductions will be made with a member of our staff who will key work with you and them throughout the programme.

The Crumbs Project Work-Steps Programme

Work-Steps

All trainees are expected to attend Work-Steps as part of their training. This usually takes place towards the end of their training. However, some trainees will join Work-Steps meetings and one-to-one sessions as early as a year into their training, specifically those who have reached a stage where by they have developed the skills needed for employment.

It is essential we gain knowledge of a trainee's skills, interests, work history, aspirations, likes and dislikes, preferred area of working and hours so that trainees can make informed choices about the type of employment they wish to gain.

During their time in Work-Steps trainees will create and update CV's, learn interview techniques, how to apply for jobs etc. It is also to focus them on leaving Crumbs, and accept moving on as part of their growth into employment and independence.

We expect that some trainees will not go on to paid employment but will prefer to join other voluntary organisations as part of their future plans and independence. This we can help with too.

Keyworkers – Terms and Conditions

You will need to sign a Referrers/Keyworkers Agreement to assure us of your support throughout your client/trainee's term with us. Without your agreement, we cannot accept your client onto our training programme.

As a keyworker, your role is vital to us throughout your clients training.

What we need from you:

1. Please ensure the trainee understands our criteria. Read it with them before the application process.
2. Attend all quarterly review meetings – if unable to attend on arranged day please contact us as soon as possible to re-arrange date and time.
3. Liaise with us on any significant changes to the trainee that may affect their training. Changes could be: – Moving home, Medication issues, a mental health relapse, a substance abuse relapse, a change in keyworker, termination of a service etc.
4. Support us with the trainees' goals and future plans – encourage the trainee to take an active part in planning their future with clear aims.
5. Support us with trainee absences and time keeping. Lack of attendance will cause their training with us to be terminated.
6. Support the trainee with their commitment – encourage and support the trainee to take responsibility for their learning.
7. Support us with any behavioural issues that may occur.
8. Support the trainee with travel arrangements to and from Crumbs.
9. Please ensure that the trainee is wearing suitable clothing or have a change of clothes for wet and cold weather whilst they travel to Crumbs. Many trainees arrive soaking wet, this often means that they will have to work their shift with wet feet and wet trousers or will be sent home again, missing a day's training.
10. Please ensure that the trainee understands cleanliness and personal hygiene. Although we teach the importance of personal hygiene in regards to food safety and appropriate clothing for the work place, trainees have arrived without showering and with dirty clothes. They will be sent home if we deem them not suitable for work, again missing a day's training.
11. Please ensure that the trainee is wearing comfortable, covered-in, flat footwear and black trousers to every training session (We supply each trainee with a t-shirt, apron and hat. We also provide the trainees with Personal Protective Clothing PPE). No nail varnish or excessive jewellery and hair clean, tidy and tied up if long.

Contract of agreement between the Crumbs Project and Keyworker

(By Keyworker we mean Parent, Carer, Social Worker, Support Worker, Guardian)

This contract is being signed by and between The Crumbs Project and
 -----[name of the second party].

This contract has been made effective as on -----[effective date of contract agreement] and shall remain into effect until ----- [date of termination of contract agreement].

Organisation Name: The Crumbs Project

Official Name: Training & Development Manager: Ursula Boardman

Address: The Crumbs Centre, 20 A Hibberd Way, Bournemouth, BH10 6JN

Email address: ursulab@crumbs.org.uk

Contact No: 01202 519320-----

Organisation Name:-----[title given to second party]

Official Name:-----[name of second party]

Address:-----[official address of second party]

Email address:-----[email address of second party]

Contact No:-----[contact number of second party]

Terms and Conditions of the contract:

Both the parties agree to the terms and conditions mentioned on page 9.

The contract shall be terminated at the end of the client's/trainee's term of training. A trainee's length of term is up to two years; trainees may leave before this time. Trainees will be asked to leave if they incur lengthy absences or behaviour in such a way that they are unsuitable for our project (please see number ten of the Criteria on page 6).

Signatures:

----- [Signature of The Crumbs Project]

----- [Signature of second party]