



Our Family Firm

Supporting our next
generation of young adults

Workplace Supervisor's Toolkit

Welcome to the Workplace Supervisor's Toolkit

As a Work Placement Supervisor you will be the main contact for the young person on placement and we want to ensure you have all the information you need to support this role. Each Placement Supervisor Toolkit is a live document linked to the Young Person and will provide a record of the Young Person on placement.

1. Placement Supervisor Guidance Notes
2. New Referral Check list
3. Referral Monitoring Form
4. The Young Person's Work Placement Diary

Placement Supervisor Guidance Notes

The Placement Supervisor Toolkit has been developed as part of a wider project to develop and improve Our Family Firm.

Our Family Firm is a framework which allows us to identify and place young people who may benefit from the chance to spend time in a particular working environment. It is part of the wider Corporate Parenting approach which aims to support youngsters as they move into adulthood.

The Placement Supervisor Guidance notes provide a brief summary of the work placement process, outlines our aims and expectations, provides answers to possible questions and highlights the support and training opportunities available.

- The Work Placement process and You
- Our Aims and Expectations
- What if s ?
- Support and Training

The Work Placement process

How you fit in



1. The Requestor can be a Guidance Teacher, Social Worker. Community Learning Worker or anyone who has contact with the young person

2. The Work Placement Unit records all Aberdeenshire work placements. We currently have 500 identified placements on the system. We also provide bespoke placements but these may take longer to organise as all placements require a risk assessment before they are added to the system.

3. As soon as a placement opportunity has been identified a meeting will be arranged. The aim of the meeting is to find out more about the young person, explore possible options and confirm that a placement can be provided.

For example:

- Who is the placement for?
- What type of placement is required ?
- How long the placement will last?
- Identify/discuss placement tasks/ timetable /hours of work.
- Highlight any possible worries and challenges the young person may have.
- Ensure that You as a Placement Supervisor have a clear understanding of your role and are fully aware of the support and training available



4. Once a placement has been identified the Placement Supervisor will have the chance to meet with the young person. This meeting will provide the opportunity to get to know the young person, to discuss and arrange the placement details and address any anxieties the young person may have.



5. When the placement starts the young person will be provided with the **Young Person's Work Placement Diary** to be completed throughout the placement. The Placement Supervisor will also ensure the **New Referral Checklist** and **Referral Monitoring Form** are completed, signed and updated throughout the placement.



6. The placement will be reviewed on a regular basis (as previously agreed) and will include details of the placement ending and the next steps if relevant.



Our Aims & Expectations

We aim to provide the best service we can to support all involved in work experience placements and in order to achieve this have developed the following expectations:

What do we expect from you as a Placement Supervisor?

- To be the first point of contact for the young person and have the ability to offer support and guidance.
- To be a good mentor for the young person and someone who they can trust and come to for advice.
- To provide positive and valuable experiences for the young person including the opportunity to learn new skills and trying new things.
- To integrate the young person into your team and make them feel they are contributing to your service.
- To be on hand to resolve any issues or problems the young person may have in the work place.

What do we expect from young people?

- To attend all elements of the work placement.
 - To arrive on time and be ready and motivated to learn.
 - To inform their Placement Supervisor in advance if they are unable to attend the placement (e.g. through sickness etc.) and also to inform any other relevant people.
 - To treat everyone with consideration or respect regardless of race, background or disability
 - Not to attend under the influence or under the possession of alcohol or drugs.
 - To be respectful and to look after other people's property as well as their own.
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What can you expect from us?

- Clear guidelines.
- Points of contact - key worker, school, college, community learning, social worker, our family firm .
- An Initial meeting to ensure you have a clear understanding of your role and are aware of any support the young person may require.
- A planned placement with agreed tasks/timetable /start /finish times.
- Work placement supervisor's toolkit.
- Ongoing support/training.
- Regular reviews - weekly update.



What can young people expect from us?

- Clear guidelines.
- Access to a broad range of work placements both within and out with the Council.
- Bespoke placements.
- The opportunity to try more than one placement.
- Recording materials.
- Points of contact - key worker, school, college, community learning, social worker, our family firm .
- Ongoing support.

What happens if?



I have any concerns about the young person?

You simply have to inform the relevant people, as agreed at the Initial meeting and noted in your Toolkit.

The young person does not turn up?

It is possible that the young person will phone in sick or, not attend. The best thing is to encourage them to come in the next day and then explain the importance of coming into work.

The initial meeting is also an opportunity to find out if this is a potential issue and to establish an appropriate plan in case such a situation arises.

The young person has some anxieties during the placement?

Once again the initial meeting gives professionals involved with the young person a chance to highlight any possible concerns that the young person may have and we can then build a plan to support them, and you.

The most valuable thing can often be to simply share your own experience; everyone has anxieties when they start something new. The young person probably feels exactly the same but may be unable to express their fears and anxieties verbally.

Here are a few examples of possible fears:

- *How to ask colleagues questions without feeling that they are bothering them.*
- *Looking stupid when asking how to do something more than once.*
- *Even constructive feedback may be taken personally by the young person.*
- *If the young person makes a mistake, they may worry about the impact that this may have on their references and subsequent employment chances.*
- *Concerns about their ability to take in information and do what is asked of them.*
- *Attendance and timekeeping*
- *The possibility of failing.*
- *Concerns about obtaining future employment.*

Support and Training

We have developed a Family Firm section within ALDO (Aberdeenshire Learning and Development Online).The section provides access to relevant training courses online, face to face, as well as a number of web links which provide useful information.

We aim to provide training courses as part of a rolling programme throughout the school year, but can also provide bespoke training as required.

All Aberdeenshire employees have the opportunity to access ALDO but are required to register with the service. Further information on how to register can be found on ALDO which is located on the quick links section on front page of Arcadia.

Email: <http://aldo.aberdeenshire.gov.uk/>

Or telephone 01224 665700 or 01346 587000
