



Look ahead people look ahead potential

A guide to **your** learning and development opportunities at Look Ahead

Welcome to Look Ahead



We know it's the people that make Look Ahead the success it is today. This organisation is full of passionate, talented and committed staff – it's one of the things that makes it such an exciting place to work.

So whether you work directly within our care, support and housing services or in one of our central support teams, we know it's vital to invest in your learning and development, both for now and the future.

Different people have different goals and we believe that through our Learning and Development programme, we can help you achieve what's right for you and your career.

So we have created this booklet to tell you about the opportunities that are available to you as part of the Look Ahead team. Please have a read and get in touch with the Learning and Development Team who will be happy to help you find the right opportunities for you.

Welcome to the team – I wish you all the very best in your Look Ahead career. It's great to have you with us.

A handwritten signature in black ink, appearing to read 'Chris Hampson', with a long horizontal flourish extending to the right.

Chris Hampson
Chief Executive

Your learning and development

Look Ahead offers opportunities to develop skills, gain new experience or try something new.

You may want to be as good as possible in your current role, whether you work in a hostel, a care home or our finance team. We can provide you with the skills training you need to excel every day you come to work.

You might want to take the next step in your career - perhaps move from a Support Worker to a Team Leader, Contract Manager or beyond. Or you may work in one of our Central Service Teams and be keen to develop your career. Through our accredited Leadership and Management programmes, we can help you take the next step - whatever your level.

Or if you are looking to make a change - move from our homelessness to our mental health services, go from our support services to our Central Services or transfer your skills and experience to a different part of the organisation, we can help you do this too.

Whatever your role at Look Ahead and whatever you want to achieve, we will guarantee you the following:

- On-going support and supervision to help you in your role
- Regular Performance Development Reviews (PDRs) to help recognise your achievements, support your progress and identify your training and development needs



- Access to Look Ahead's Academy, your online portal where you can book training and manage your own learning and development needs
- Access to some of the best training in the sector, delivered by internal and external trainers, specialists in our field and our Experts by Experience Customer Training Team
- Opportunities for you to learn and develop in ways that suit you – for example, online, face-to-face or on-the-job
- Chances to progress your career and widen your experience – whether this be through climbing the leadership ladder or becoming an expert in your particular area of work

Induction – getting the basics right

All staff joining Look Ahead will receive a warm welcome to the organisation and a thorough induction programme.

● **Local induction**

All staff receive a local induction where they work, providing the opportunity to meet colleagues, customers and familiarise themselves with their new workplace.

● **Operations induction**

This six day programme is for new operational staff who work in our support, care or housing services. Delivered with our customers, this programme will help you to understand more about Look Ahead, what we do and what we believe in. You will also meet members of Look Ahead's Senior Management Team and new colleagues across the organisation.

Staff complete the six module programme over a 24 week period. During this time, you will attend six training days, complete e-learning, read policies, be observed by and have sessions with your manager.

The programme has been developed to incorporate Care Certificate standards and the needs of Look Ahead. It has been designed to provide you with the initial knowledge and skills that you require to carry out your role.

You will be given a handbook to accompany your learning. This will allow you to demonstrate and evidence your learning. You will receive the Care Certificate when the handbook is complete.

● **Managers' induction**

This programme reflects the skills and knowledge new managers need to manage an excellent Look Ahead service. It includes classroom sessions and e-learning and participants will have access to an online handbook and forum.

● **Central Services induction**

This induction programme is tailored to meet the needs of staff working in our Central Service Teams at Look Ahead's Head Office. All Central Service staff also attend the first two days of Operations Induction, and Central Service managers will also receive training from the Managers' Induction programme.



Specialist Skills Training – beyond the basics

As you progress with Look Ahead, we offer training that will build on your key skills. This is often training related to a specific area of Look Ahead's work or a particular group of customers we work with.

For example, staff in our mental health services may access specialist training on topics as diverse as recovery, crisis prevention, and cognitive behavioural skills. Staff can also access a range of 'soft skill' courses.

You will have opportunities to discuss your training needs and aspirations with your manager in your PDR and regular one-to-ones. Our training aims to stretch your knowledge and abilities; to broaden your thinking, widen your horizons and encourage you to do things differently.

People learn in different ways so at Look Ahead we provide different types of training. This includes classroom-based learning, on-the-job training, e-learning, coaching and mentoring.

Full details of the training we provide and courses currently available can be found on the Academy, found on The Hub, Look Ahead's intranet.





Experts by Experience Training Programme – learning from our customers

At Look Ahead, we believe that our customers are Experts by Experience (EBE). Through customers and staff sharing their experiences, together we can deliver better services for the thousands of people we support.

Our award winning EBE programme delivers training for hundreds of Look Ahead support staff every year, as well as external organisations such as universities and the police.

This includes topics including mental health needs, domestic abuse, Asperger's syndrome and many more.

We are always looking for both staff and customers who would like to join the team and share their experiences.

Apprentice Support Worker Scheme – growing our talent

Our apprenticeship scheme is a 12 month programme for those looking for a career in health and social care..

Our apprentices work towards a Level 2 NVQ qualification in health and social care, whilst working at one of Look Ahead's care and support services.

At the end of the scheme, apprentices will have the skills and knowledge to apply for a full-time permanent role within the organisation and many go on to build their careers with us.



Leadership and Management – learning to lead

Our Leadership and Management programmes are tailored specifically to Look Ahead. As we are an official Institute of Leadership and Management (ILM) centre, these courses are accredited and provide a qualification upon completion.

There are four different options:

- Senior leadership programme
- Developing our future leaders
- Managing teams
- The role of a Team Leader

For more information on what each programme has to offer, please refer to the Leadership and Management Handbook that can be found on The Hub, Look Ahead's intranet.

As places are limited, an application process runs for each course. We encourage you to discuss the different options with your manager in your PDR, considering your current role and the next steps you may want to take in your Look Ahead career.

The courses run throughout the year - look out for details from the Learning and Development Team regarding upcoming courses and how to apply.



Women in Leadership Award – developing strong female leaders

Look Ahead's Women in Leadership Award aims to help aspiring female talent to become future leaders in the care, support and housing sector. Every year, we award up to £10,000 of career development funding to a female staff member (or members) to support them to become a great leader.

The application process opens in spring each year and we welcome applications from across the organisation.

Qualification sponsorship – get qualified

We offer a sponsorship scheme to support staff to study towards professional qualifications that are relevant to their roles.

We have previously supported staff to study towards:

- ACCA, CIMA and AAT qualifications for those working in finance
- CIPD qualifications for those working in HR or Learning and Development
- NVQs in Health and Social Care for those working in our care and support services

Support towards other relevant qualifications may be available.



Other opportunities – find out what's right for you

We also offer job taster, swaps and secondments to help you make the most of your Look Ahead career. Speak to your line manager or a member of the Learning and Development Team.

If you would like to know more about any of the information in this booklet, please get in touch with Look Ahead's Learning and Development Team.

Call us on 0207 368 4868 or email L&D@lookahead.org.uk



our mission:

**Working with people to make choices,
achieve goals and take control of
their lives through high quality care,
support and housing.**

lookahead.org.uk

Services we would be proud
for our loved ones to receive

