

# Working for Birchwood Highland



## + Supporting our staff

We are a caring organisation that puts the needs of our service users and staff first. By listening to our clients, our service users and our staff, we believe we can provide better services and enhance the quality of all our working lives.

We are committed to supporting our staff and ensuring that they receive the best training available to enable them to provide quality services.

We want our staff to feel empowered in the work they do and be able to see the positive contributions they make to an individual's life on a daily basis.

Here are examples of the things we aim to do well in support of our staff:

### + Training and development

- Monthly supervision
- Annual appraisal
- We invest a lot of time and funds in training. Training is prioritised, with some subjects that are mandatory.
- All staff are supported in attaining relevant SVQ and further qualifications as appropriate.

### + Non-pay benefits

- Paid annual leave and public holidays
- Company sick pay scheme
- Travel and subsistence allowances
- Enhanced rates for shift work
- Death in service benefits
- Access to stakeholder pension scheme

### + Recognition

- Staff achievements are recognised each year at the Staff Awards ceremony.

### + Care and support

- Stress guidance and management
- Incident de-briefing
- Access to counselling services
- Whistle blowing policy
- Anti-discrimination policy
- Occupational health services and return to work support.

### + Communications

- Staff newsletter
- Staff website (intranet)
- Staff forums facilitated by external trainers. These look at issues that are pertinent to staff and encourage peer support and sharing good practice.
- Opportunities through forums and team meetings for staff to put forward ideas for the company and its services to move forwards.