

# THE LAF TRAINING PROGRAMME SPRING 2008

## COURSES DEALING WITH DRUGS

*Monday 14 January 2008*

### Drugs and Housing Management

This course includes a guide on how not to get into trouble on your project. You will study common problems and issues surrounding housing drug users, focus on housing related aspects of drug use and be given confidence and knowledge through the practical approach to the issues. A basic working knowledge of different drugs and their effects by participants is assumed, and will not be part of the Course

*Wednesday 30 January 2008*

### Harm Reduction

This course is for all those who work with drug users in any setting but particularly those involved in hostels, resettlement or day centres. This course will build workers confidence in working with harm reduction techniques, explore the main conflicts in following a harm reduction policy, show why a harm reduction approach is the only really successful way forward. It will provide workers with an overview of the philosophy and practice of harm reduction. Please note: this course will not cover Self-Harm issues.

**LAF TRAINING –  
REASSURINGLY COMPETITIVE,  
REASSURINGLY PRACTICAL**

*Tuesday 18 March 2008*

### Support for Workers engaging with those who use drugs

The course will provide the opportunity to explore the principals of working with tenants that have drug-related difficulties and the problems that may arise from this.

*Note: A basic working knowledge of different drugs and their effect is assumed, and will not be part of the course*

## COURSES DEALING WITH MENTAL HEALTH ISSUES

*Thursday 17 January 2008 and Thursday 24 January 2008*

### Introduction to Mental Health (Day 1 and 2)

This two-day course is essential for all recently appointed staff. By the end of Day 1 participants will: recognise the signs of someone in mental distress, understand the history of treatment in mental illness, consider the most appropriate treatment for an individual and understand basic terms used in Psychiatry. By the end of Day 2 participants will: recognise some basic techniques for communicating with someone in mental distress, develop a basic case study and have access to a checklist of good practice.

*Thursday 31 January 2008*

### Focus on Anxiety and Depression

This course aims to help housing support workers, residential care officers and floating support workers develop a deeper understanding of anxiety and depression. At the end of the course participants will have a knowledge of the basic model (and have undertaken case stud-

### LAF Courses Cost:

1 Day: £105 LAF members,  
£127 non-members

2 Day: £200 LAF members,  
£236 non-members



ies), for understanding Depression and Anxiety, have an awareness of the likely drug treatments specified, consequences and alternative treatments, and knowledge of the strategies used in hostels, day centres, self contained accommodation and floating support.

*Focus Courses are not suitable for those who are new to the service, or have no background knowledge of the topic*

*Thursday 07 February 2008*

### Focus on Dual Diagnosis

This course aims to help generic workers, who have some experience with clients with mental health problems, develop a deeper understanding of the relationship between mental health problems and other difficulties. Although it deals primarily with drug and alcohol dependency it will also cover issues such as learning disability and physical problems

## COURSES DEALING WITH INTERPERSONAL ISSUES

*Tuesday 22 January 2008*

### Introduction to Keyworking

This course will enable housing support workers to find out what being a keyworker actually means, what skills a keyworker needs to work more effectively with clients; the value and purpose of support planning; common keyworking situations and why support for staff is an important part of good client care.

*Focus Courses aim to provide an in-depth study of a topic and are therefore not suitable for those who are new to the service, or have no background knowledge of the topic*

Wednesday 06 February 2008

### **Advanced Keyworking**

The purpose of this course is to study, in depth, the keyworking process. To look at some of the assumptions involved in keyworking, and to question them. To discuss just how "far in" the keyworking process should go, and to highlight some of the things that might occur during keyworking. Participants will have increased confidence in what can be done in keyworking, a greater insight into keyworking, why keyworking might not be working and what can be done about it, why and where equal opportunities feature in keyworking. *Advanced Courses are not suitable for those who are new to the service, or have no background knowledge of the topic*

Monday 10 March 2008

### **Dealing with Conflict**

This course offers practical solutions for staff facing difficult situations, aggression or conflict in their workplace, face to face, over the telephone and as lone workers, working in isolation. It will increase skills of confidence, communication and common sense when faced with conflict, identify examples of good practice, learn from and support other participants and prepare a Personal/Team Action Plan to assist in continuing professional development.

*This course is extremely popular so we suggest that bookings are made as soon as possible.*

Tuesday 11 March 2008

### **Keyworking Difficult or Reluctant Clients**

This course is intended for residential workers, resettlement workers and support workers who are involved in day-to-day keyworking and have some prior experience. It is intended to question

assumptions made about keyworking by everyone concerned in the process, to identify obstructions and find methods that work, to enable constructive work with other agencies and to understand the need for clarity in exchanges with clients.

*This course is best suited to those who are beginning to work with difficult or reluctant clients and wish to enhance their skills and effectiveness.*

Wednesday 12 March 2008

### **Working with People who Self-Harm**

The course will be based on the pioneering material developed by 42nd Street in Manchester and the Basement Project in Wales. The course will be facilitated by a locally based trainer and practitioner and is for supported housing staff who work with tenants who self harm, or who support vulnerable people and want to know more about this issue.

## **COURSES DEALING WITH BENEFITS ISSUES**

Friday 08 February 2008

### **Update on Benefits and New Agencies - 2008**

Benefit entitlements and agencies change frequently! It is crucial for housing project staff to keep ahead and think through implications for people in housing need. This course looks at the new Jobcentre Plus regime, 'Pathways to Work' if sick or disabled and the Employment Support Allowance planned for 2008, plus the (still traumatic) introduction and new changes affecting Working Tax Credit and Child Tax Credit. We address Supporting People, Individual Budgets, Pension Credit, payments into bank accounts and the loss of the Post Office Card Account by 2010, Standard Housing Allowance – replacing Housing Benefit nationally – and much more!

Monday 18 February 2008

### **Introduction to Working With People with Debt Problems**

This introductory course aims to help Housing Support Workers understand the effects of indebtedness and consider how to effectively work with clients. Many clients are affected by debt and have little knowledge of money management or the skills to seek advice. Participants will look at how these skills together with positive attitudes will enhance their performance in their work role. This course will encourage participants to consider issues of ethics, including confidentiality.

Monday 25 February 2008

### **Benefits for Women in Supported Housing Projects**

This course is aimed at housing support workers and covers housing and welfare benefits, sources of funding, legislation and practical tips for those who work predominantly with women in projects

Thursday 13 March 2008

### **Focus on Calculating Means-tested Benefits**

"Am I getting the right amount of benefit?" is one of the most common concerns for residents, tenants, or people living with housing support. In the past, housing staff have sometimes shied away from giving a straight answer. But it is possible to work out benefits, quite simply – by learning the key principles, and practicing with short calculation sheets and examples. This course aims, from first principles, to help you master benefits calculations. After this course, you will know exactly how much people are entitled to. 'Deductions' and all. We will consider key means-tested benefits – Income Support, income-based Job-seeker's Allowance, Pension Credit, Housing Benefit and Council Tax Benefit. Subject to time, we may

also consider Child Tax Credit and Working Tax Credit – calculated in a very different way.

## **COURSES DEALING WITH HOUSING MANAGEMENT ISSUES**

*Tuesday 29 January 2008*

### **Introduction To A Solution Focused Approach In Support Work**

This course is aimed at managers and staff within a supported housing setting. It outlines a way of working with people to enable change, based on a Solution Focused Brief Therapy Model. This is a creative and positive way of working with people which offers an alternative approach to traditional problem focused interventions. The Solution Focused model is increasingly utilised by statutory and voluntary sector services. It can also be used at a personal level. Its application to support planning can enable agencies to meet supporting people requirements.

*Wednesday 20 February 2008*

### **Focus on Resident Participation**

This one-day course will be an opportunity for managers, participation workers, and management committee members (and people who took part in our introductory courses) to consider how participation can work in different types of projects. The course will focus on management issues within organisations. A knowledge of the issues in resident participation in the introductory course would be useful.

*Tuesday 26 February 2008*

### **The Manager's Toolkit**

This course is designed for new managers and for longer serving managers who feel the need of some support, with the difficulties that can (and do) surround the job. It is intended to be intense and highly

participatory. It will include all original work.

### **NEW DATE NEW DATE NEW DATE**

*Thursday 28 February 2008 and Monday 03 March 2008*

### **Focus on Risk Assessment (Day 1 and Day 2)**

A two-day course offering an opportunity to look at all aspects of risk assessment in the workplace. This course is suitable for both managers and staff working on the front line, as well as those with responsibilities for policy and planning. The first day will attempt to consider risks to projects from clients and ways in which projects can manage these risk to reduce the likelihood of danger to staff, other residents and the project as a whole. The second day will offer an opportunity to look at all aspects of risk assessment in the workplace. It will attempt to consider a risk assessment of personal safety in the workplace and develop a training strategy that will identify strategies and procedures to reduce the risk to workers.

*This course is suitable for both managers and staff as well as those with responsibilities for policy and planning*

*Tuesday 04 March 2008*

### **Managing Stress in Colleagues and Clients**

This course will be a basic evaluation of the issues surrounding, and the causes of, stress in the workplace. We will examine how to recognise stress, and its symptoms. We will be looking at the various ways in which workers/colleagues can be supported and helped to support each other through stressful periods. We will consider how we might set up preventable measures to reduce levels of stress in the working environment.

Staff will also be assisted in working through ideas to help colleagues who may be facing stress in their personal lives, which may be exacerbated by the pressures at work without the appropriate support.

*Wednesday 05 March 2008*

### **Introduction to Supporting People and the QAF**

This session aims to brief new staff and existing staff, who are working for services that have funding granted to them by the Supporting People programme.

*Thursday 06 March 2008*

### **Introduction to Support Planning**

This course aims to help housing support workers, residential care officers and floating support workers, who are relatively new to the sector, develop a strategy for working with clients to produce effective Support Plans. This course is at a basic level and aims to teach the basic principles which lie behind support planning. It is a course during which participants will produce a detailed support plan based on a case study using a particularly hands-on approach. It complements the Focus on Support Planning within the framework of Supporting People course, which takes participants further towards a fuller understanding of the topic

*Friday 07 March 2008*

### **Professional Boundaries**

This course is for residential workers, supported housing officers, day centre and resettlement workers, volunteers and managers. Staff work closely with vulnerable people and it is essential that clients rights and interests are respected and that the work undertaken fully reflects the organisations ethos. It will be of particular use to those who are recently in post or have recently started working with clients, but may serve as a refresher for long-standing team members. The course will explore in depth the key issues surrounding Role Boundaries. It will highlight just how dangerous it is to let role boundaries fade. Overall the course will give clarity on why these boundaries are there and increase staff confidence on the topic.