

Family Support Training

Day 2

Aims of Training

To:

- Think about what the role of a family support worker might involve
- Recognise your own experiences of being supported and think about what was helpful or unhelpful
- Understand the “helping” or “mentoring” process and how to build trust in a relationship

Aims of Training

- Discuss the need for boundaries when we are working with people
- Look at the importance of confidentiality
- Be aware when it might be the best policy to refer people to other agencies

Aims of Training

- Explore and practice some of the key skills of a family support worker
- Know how to encourage and empower the people you want to help
- Know how to withdraw and end the support in the right way
- Understand the importance of your own “support” network

Supporter or “Mentor”

- The name ‘mentor’ comes from the Greek story “The Odyssey” written by Homer. A character called Mentor looks after Telemachus - the son of Odysseus who has gone on a long journey that takes many years
- Through the goddess Minerva, Mentor offers the growing boy some good advice and helps him to realise his aspirations, dreams and true potential

The Home Office describes mentoring like this:

- A one-to-one, non-judgemental relationship in which an individual voluntarily gives time to support and encourage another.
- This relationship is typically developed at a time of transition in the mentee's life, and lasts for a significant and sustained period of time.

What do “supporters” or mentors do?

- Listen
- Take an interest
- Create a climate of trust
- Build a safe learning environment
- Explore the world of the person they are helping
- Share stories and experiences
- Help the person to find and plan a way forward
- Manage the relationship in a safe way
- Work in partnership

Respect and Trust

- Respect and trust are built over time but the supporter or mentor can encourage the process by talking to the person about who does what and why and defining boundaries
- This is demonstrating respect which in its turn inspires trust

Who does what and why?

- Why are we meeting? This is the declared purpose, aim or objective of the support relationship and how it relates to the life of the person who you are supporting

Stages of a supportive or mentoring relationship

1. Building rapport
2. Setting goals
3. Working together
4. Ending the relationship

1. Building Rapport

- Mutual respect
- Trust
- Clear understanding of who does what and why
- Defined boundaries/ground rules

1. Building Rapport

- Building rapport is the foundation of any successful relationship
- It is the link and mutual understanding between two people built over time and through shared experiences
- Appropriate self-disclosure – talking about your own experiences and failures demonstrates that you don't have all the answers and have made your own mistakes
- The ideas, values and feelings of the supporter and the supported are of equal importance: mentoring is a two way process
- Mutual respect and taking a risk to trust are crucial

Defining the Boundaries

- What is acceptable or unacceptable behaviour?
- Does anyone else need to be updated on our progress?
- What do we mean by confidentiality?

Confidentiality

- Does it place the person I am supporting at risk?
- Does it place someone else at risk?
- Does it place me at risk?

Working Together

1. Exploring the issues
2. New understanding
3. Action planning

1. Exploring the issues

Manage the relationship – tell the person you are supporting what your role is

- Agree an agenda – what do you want to get out of it?
- Ask questions
- Active listening

2. New Understanding

1. Share experiences and stories
2. Give advice
3. Ask closed questions
4. Challenge

3. Action planning

- Possible courses of action
- Consequences of that action
- Alternatives
- Time frame

Goal setting and learning new skills

1. Where are you?
2. Setting goals
3. Providing a supportive environment
4. Effective feedback

1. Where are you?

- Where are they now?
- Where do they want to be/what do they want to achieve?
- Identify a route to the goal
- Break the route into a number of small steps along the way

2. Goal Setting

- Has the person you are supporting chosen the goal for themselves?
- Is it a realistic and achievable goal?
- Do they need some more skills to achieve this goal or will they need training?
- Does the person value the goal – really want it to happen?
- Do they know what it will require and what is expected of them
- Is it possible in the time they have planned?

3. Provide a supportive environment

- Create a safe learning environment
- Learn from what went well as well as mistakes
- Involve the person you are supporting at all times
- Remember – small steps to success

4. Effective feedback

- Re-visit the benefits of the original action plan
- Let the person you are supporting start the feedback
- Be specific
- What's the next new step?

4 Questions

- Is the support you are giving within your role?
- Is it realistic?
- Are you the best person to deal with this
- Do you need to talk to anyone else about this?

Signposting and networking

- Signposting: having knowledge of different contacts and/or sources of information and pointing the person you are supporting in the right direction
- Networking: having direct contact with relevant individuals and/or groups and providing an introduction for the mentee
- Referral: referring the person directly to a professional or specific agency who will be able to give more direct help

Reviewing the relationship

- Have the meetings been helpful to the person you are supporting?
- Do they feel they have moved forward as a result of the meetings?
- Could the meetings be any better – if so, how?
- Are there any issues they want to talk about?

Finishing and evaluating the support

- Compare outcomes with the original objectives
- Review the progress that has taken place
- Recognise achievements/successes
- Discuss what the next step is for the person you have been supporting

Developing as a Family Support Worker or Mentor

- Understand the process of helping people more clearly
- Gain feedback on your interpersonal skills
- Thinking “What could I have done better?”
- Achieve maximum benefit for the people you support