

LEARNING AND DEVELOPMENT PROGRAMS



St Vincent de Paul Society
good works

This list of programs is compatible with the offerings on the Training Calendar for members, volunteers and employees

ORIENTATION FOR ALL MEMBERS AND VOLUNTEERS

<p>Society Orientation Program</p>	<p>An introduction to the Society for new and existing members and volunteers working in Conferences, Interview Referral Rooms, Retail Shops or Special Works - the unfolding story of our great Society, its values and mission, the application of The Rule and a glimpse into the lives of the people we serve.</p> <p>Also provides members and volunteers with a snapshot of the difficulties and struggles of the people we assist including poverty, mental illness, and disability, in addition to highlighting our key policies and procedures.</p>	<p>6 hours</p>
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FOR NEW AND EXISTING MEMBERS AND VOLUNTEERS

<p>Effective Visitation</p>	<p>Conference Visitation Toolkit: Explore this great resource for Conferences providing practical tools for assistance. The participants will draw upon their experiences of providing assistance and use new resources to enable effective support.</p>	<p>2 hours</p>
	<p>Vincentian Visitation: Be refreshed in best practice responses with the people we assist, explore self-care and build a collaborative visitation team / Conference.</p>	<p>3 hours</p>
<p>Communication Skills with People we Assist</p>	<p>An engaging communications program where participants learn listening and speaking skills to empower and help a person we are assisting, to help themselves. This program demonstrates the power of listening to encourage people to take control of their destiny.</p>	<p>6 hours</p>
<p>Understanding Poverty</p>	<p>Provides insight and deeper understanding of the challenges faced by people in need – deepening the participant’s empathy and ability to respond to people we assist. The reality of poverty often forces a survival response and turns attention away from opportunities in life which many of us take for granted.</p>	<p>5 hours</p>
<p>Responding to Challenging Behaviours</p>	<p>Tailored for members, staff or volunteers, this program explores some of the challenges associated with visitation (in the client’s home or in centres), customer service or Special Works. Participants learn strategies to help de-escalate aggressive behaviour and feel more confident in managing difficult situations.</p>	<p>6 hours</p>
<p>Customer Service (retail)</p>	<p>A great program asking volunteers to consider what is quality customer service, responding to customers with special needs, handling customer complaints, and responding to a wide variety of customer needs.</p>	<p>5 hours</p>

DEVELOPING FURTHER SKILLS FOR MEMBERS AND VOLUNTEERS

Communication Skills with People we Assist – Mental Health	<p>This program reduces the stigma of mental illness by identifying common illnesses, their symptoms, and prevalence. It helps participants to be more at ease with, and respond appropriately, to people experiencing mental illness.</p>	5 hours
Communication Skills with People we Assist – Financial Wellbeing	<p>Day 1: Involves activities for participants to explore their attitude to money, knowledge of money, understanding of a budget, credit cards, reading bills, as well as being aware of scams and money leaks. The participants will use the activities with the people they assist to engage in a conversation while building trust and empathy.</p> <p>Day 2: Participants will become more confident and learn tools to help with conversations on improving financial wellbeing for a person we are assisting.</p>	6 Hours each day
Training Facilitation Skills	<p>To plan for, facilitate and evaluate a training session. Length of session will depend on participants' experience.</p>	2-6 hours

LEADERSHIP PROGRAMS

Leading Conference Life	<p>Interactive workshop for Conference Presidents that encourages conversation on Conference life, Conference President duties and responsibilities, conference meetings, community and parish relationships, recruitment, and the nurturing all members.</p>	6 hours
Unlocking Leadership Potential	<p>The Leadership Resource Kit has been custom designed for our Council Presidents and other leaders. Delivered in 3 conversational sessions, topics are:</p> <p>Phase 1: Servant Leadership, Facilitating Effective Meetings, Embedding Spirituality</p> <p>Phase 2: Conflict Management, Change, Governance and Policy</p> <p>Phase 3: Building Partnerships, Delegation, Embracing Youth and Diversity</p>	6 hours each phase

WE CAN DESIGN TRAINING PROGRAMS AND FACILITATE EVENTS TO SUIT PARTICULAR NEEDS AND CIRCUMSTANCES.

To discuss or book a program, contact one of our team:

Janice Jones
 Training and Development Manager
 0422 493 497
janice.jones@vinnies.org.au

Suzanne Schmitz
 Training Officer
 9568 0297 / 0417 221 736
suzanne.schmitz@vinnies.org.au

Kate Scholl
 Development & Events Officer
 9568 0209 / 0425 211 065
kate.scholl@vinnies.org.au