



**HEAR US**  
Croydon's Mental Health Service Users Group  
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Section E, Part 13

# Induction Procedure

Version Date: 19/10/2009

Review Date:



## Hear Us

To promote, educate, communicate and empower,  
For the benefit and interest of people affected by mental health issues

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# Induction Procedure

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The intention of our Induction Programme is to welcome and integrate new employees into Hear Us efficiently and effectively.

Induction is a learning process and Hear Us sees it as the beginning of a continuing employee development programme. It is designed to provide a variety of meetings, activities and tasks as the new employee becomes acquainted with other employees, the organisation, their role within the organisation and their contribution to the Aims and Objectives of Hear Us.

Prior to Induction clear instructions must be provided on: -  
What time they should arrive  
Who they should report to

It is very important that the new employee feels welcomed and part of the Hear Us team as soon as possible. One person in the organisation will be responsible for going through the job description with the new worker to ensure that they are clear about what is expected of them. This also provides the opportunity to discuss how the post links with others in the organization, lines of communication, supervision, and training and more generally about the ethos of Hear Us.

All confidential information should be dealt with under the Hear Us Confidentiality Policy.

Relevant reading material will be provided as part of the induction process, this are included on the attached Employee Induction Record.

### Watch Points

Consideration should be taken of such 'watch points' as: -

- Information overload – new employees manage change best in small digestible chunks. Time is needed to absorb new information.
- Time set aside to meet training needs.
- An internal member of staff or Hear Us member being unsuccessful candidate for new position at Hear Us
- An internal promotion involving changes of duties, responsibilities, reporting, office space etc. and how this may impact on other employees.
- The needs of existing employees continuing to be met during induction, i.e. That the 'novelty factor' does not override ongoing work.

### Hear Us Mentor Scheme



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The Hear Us Mentor Scheme is an informal arrangement for the first three months, whereby a current member of staff or User Council committee member, will act as a 'friend' to answer any general queries, guide the new employee to an appropriate employee when needed and who will be on hand to make sure you settle in. Your friend will not train, supervise or assist you with work but will provide a sounding board for general concerns.



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### Hear Us Employee Induction Record

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Name of Employee

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Date of Commencement

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<b>WELCOME</b>	<b>UNDERTAKEN BY</b>	<b>SIGNATURE AND DATE</b>
Greeting by new employee's Line Manager.		
Explanation of Induction process at Hear Us.		
Introduction to 'Mentor' and other employees.		
<b>LAYOUT OF HEAR US</b>		
Tour of premises, cloakroom, Kitchen, Fire Exits.		
<b>FINANCIAL PROCEDURES</b>		
Payroll Details (CVA Form)		
Travel Expenses		
Petty Cash		
<b>CONDITIONS OF EMPLOYMENT</b>		
Contract of Employment		
Status/Access to Work Referral (Where Applicable)		
Holidays		



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### Supporting Material

In conjunction with the Induction Programme, supporting written material should be provided for the new employee to read. This should include: -

Hear Us Leaflet		Hear Us Annual or Latest Report	
Work Programme		Contract of Employment	
Staff Handbook		Expenses Form	
Work Sheet		Personnel Record Form	

### Feedback on Induction Process

New employees will be asked for feedback on the Induction Programme at their first appraisal. This feedback will be used to design future induction programmes.

The Induction Procedure has adequately covered all the above aspects.

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SIGNED

Line Manager

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Employee

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DATE

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This checklist should be retained by Line Manager, with a copy given to the Employee.