

TRAVORS training case study

Tallinn Mental Health Centre

1. Description of problem

Tallinn Mental Health Centre is a municipal social welfare institution that provides and develops mental health services for adults with psychiatric special needs. The Centre consists of seven units, which offer a wide range of services and programs:

- Support in everyday life in a day care centre: creative, supportive and therapeutic group activities
- Support in everyday life in a day care centre: clubhouse model
- Employment support: maintaining an employment relationship or finding a job
- Support in everyday life in a case management method: individual support in the person's usual environment.
- Supported Living: development of independent management in a secure living environment
- Rehabilitation Service: rehabilitation plans and services; conducting rehabilitation programs
- Consultation and counselling of social worker consultation and experience advisers

Focus problems:

- Since finding a job is one of the major objectives of rehabilitation, the staff need the vocational rehabilitation skills.
- There are differences that exist within training of the advisors working at the centre, consequently, they have different understandings of the work methods in the vocational rehabilitation.

2. Short description of TRAVORS training for advisors working at the Tallinn Mental Health Centre

The goal of the training was to enhance general skills, assessment and planning skills of advisors and to harmonise the attitudes and work patterns of advisors working at the different units of the centre. Employees brought out that they would need additional training in the following areas: evaluation of client's work related opportunities, motivating and empowering the client.

Training program was based on learning needs analysis and consisted from two basic learning modules:

- 1) Generic skills in working with disabled job seekers (creating working client-specialist relationship, active listening and empowering skills, self-management skills)
- 2) Assessment and planning in vocational rehabilitation (work focussed interviewing skills, goal setting and action planning skills)

Three advisors from the Centre underwent pilot training in the rehabilitation advisor's training group (12 people in total). Contact training consisted 3 study sessions: 5 training days per group (=80 hours altogether) containing theory lessons, role plays, group and individual exercises.

A web-course oriented primarily at evaluation and action plans skills development was prepared based on the feedback of the contact course.

3. Training outcomes

Evaluation of the pilot training was carried out using the evaluation methodology developed by the DWP. Feedback survey and evaluation analysis revealed that:

- trainees experienced a moderate raise in targeted skills level;
- there was a moderate raise in perceived self-efficacy ratings of trainees;
- training supported sharing experiences, including advisors from other rehabilitation centres;
- training provided opportunity to homogenise the attitudes and work patterns of advisors working in different units.

Trainees brought out finding new approaches and working with actual client cases as the most important aspects of the training. However, 2 trainees from 12 pointed out that some of the exercises were not relevant to their actual job and they would of needed more specific approach to the training topics