

2.3.2 Staff Support Service

Procedure code and title:	2.3.2 Staff Support
Policy area:	2.3 Staff Support and Development
Version Number:	1
Reviewed by:	Quality Assurance Sub-Group
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Review Date:	

Purpose

The purpose of this procedure is to detail how KWETB ensures focus when assisting staff in maintaining wellness and details how KWETB support staff when necessary.

Scope

This procedure applies to all FET Provision and FET Provision-Second Providers. There is an integrated single policy, with integrated procedures for FET Provision and FET Provision-Second Providers.

Preamble

KWETB provides a confidential Employee Assistance Service that is accessible to all staff of the organisation and their immediate family members (if over 18 years old). The Service Provider is identified and commissioned through the Office of Government Procurement (OGP) tendering process. The service is designed to give highly expert confidential support to staff. The Service also provides guidance to Programme Co-ordinators when dealing with delicate staff matters to ensure appropriate support is given.

The Services Provided under KWETB Staff Support System/Employee Assistance Service Are:

- Up to 6 counselling sessions where required, and access to supports across legal and financial areas and much more.
- Access to clinically led online Cognitive Behavioural Therapy pathways to expand access, drive engagement and increase recovery.



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- A customised, digital platform delivering expert content on mental wellbeing, fitness and nutrition, in addition to a step counter and a calorie tracker.
- Through the digital platform, staff have access to various mental health e-Learning courses designed to educate, inform and empower them in various aspects of mental wellbeing.
- Regular workshops and expert information sessions are made available to staff.
- Management support is offered for when dealing with highly sensitive personal staff matters.

Procedure – 2.3.2 Staff Support Service

1	KWETB Employee Relations Division should ensure that all new staff are informed of the availability of the service.
2	The Programme Co-ordinator should ensure that all requests for support, if these come through the Coordinator/Principal or other officers/managers are treated with the utmost respect and dignity.

2. Link to other Policies/Procedures

2.1.5	Information to Staff
2.3.1	Staff Induction

ADDITIONAL DETAILS

<https://wicklowvec.sharepoint.com/sites/Intranet/SitePages/Employee-Assistance-Programme.aspx>



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