

# New Starter Induction Pack

*Your guide to becoming a fully-fledged Owl!*



# Welcome to The Owl Centre!

We're thrilled to have you as part of our ever-growing team!

Whether you are joining us as an employee or a freelancer, you'll be contributing to a truly meaningful mission – helping people from all walks of life to access the support they and their family need.

This document has been created to help you navigate your first days, weeks and months at The Owl Centre whilst you're getting to grips with our tools, systems, policies and ways of working.

We're dedicated to ensuring each person is proud and happy to be an Owl! We do this by celebrating the uniqueness and strengths each individual brings to our centre – we recognise that every person has their own preferences and needs and will work with you to agree on any adjustments or strategies that can ensure success for you as an individual and The Owl Centre as a whole.

You can find out more about our ethos in this document along with some other brilliant resources to help you settle in.

We're so grateful to have you here and look forward to seeing what you achieve!

Best Wishes,

*Nic*



**Nicola Lathey**

Founder of The Owl Centre

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Click on one of the topics and it'll send you to the relevant page!



# The History of The Owl Centre



The Owl Centre was founded in Oxford in 2011 by Nicola Lathey, a top Speech and Language Therapist and author of the Small Talk series of speech-boosting books.

Since then, we've grown!  
With a fantastic team of freelancers, agency staff and employees, we now offer a large variety of services across the UK!



Each individual in our team contributes towards our mission – to provide the best independent assessment and therapy services possible for children and adults.

## Our Charity

The Owl Centre is also a registered charity! We provide help to those in need, offering support and guidance on best practices across the globe since 2012. In this time, we have collaborated with a number of international charities across Vietnam, India and Sri Lanka.



One of our first initiatives included spending two weeks in Vietnam, running training programmes for local SEN teachers. This enhanced their understanding of children with Autism and gave them strategies and tools to support local children and their families.



# Owl Leadership



**Hugh Copping**

Chief Executive Officer



**Nicola Lathey**

Founder & Director



**John Clark**

Chief Financial Officer



**Rhodri Lathey**

Director



**Lydia Ebsworth**

Director & Head of Service (Therapies)



**Jen Wilson**

Director & Head of Service (ASD)



**Andrew Ryder**

Head of Service (ADHD)

# Owl Leadership



**Charlotte Forsyth**

Head of Business Development



**Dan Clarke**

Head of Development



**Kate Harris**

Head of People



**Nicola Ranicar**

Head of Operations



**Jo Luxton**

Head of Finance



**Nicola Read**

Head of Compliance



**Rhydian Cole**

Head of Marketing



**Ben Copping**

Head of Engineering



# **Working at The Owl Centre**

# Owl Ethos & Values

Our guiding ethos underpins everything we do at The Owl Centre.

## As a collective, we are:



### **Professional, but not impersonal**

We treat all colleagues, client, patients and stakeholders with respect. We are easy to reach and easy to approach, at all levels.



### **Friendly and genuine**

We operate with transparency and kindness in all we do and we are opposed to marketing fictions. With us, what you see is what you get (and much more!).



### **Ambitious but humble**

We know our roots and what we are built on. We will do everything within our means to arrive at the best possible outcome for all.



### **Eminently reasonable**

We treat others as we like to be treated and champion flexibility in our approach to account for individual situations and individuality.



### **Responsive**

We will respond to you quickly, often immediately! We pride ourselves on responding to enquiries as quickly as possible, providing access to support promptly.

# **Owl Policies**

Our policies outline key guidelines which are to be followed by all members of The Owl Centre.

As a new starter, you will be required to review all policies relevant to your role and confirm you have understood and agree to these.

All policies are accessible via the Nest (our internal IT system) and notifications are issued if any policies are amended.

## **Mandatory Training**

All members of The Owl Centre are required to complete statutory and mandatory training which is appropriate to their role.

For clinicians, no clinical work can begin before this training is completed.

Regular audits are completed to ensure all required training has been completed to the required standard.

### **Safeguarding**

As part of mandatory training, everyone will complete a basic level of Safeguarding training.

Clinicians are required to complete higher levels of mandatory training in addition to attending a facilitated Safeguarding training session as part of their induction.



# Safeguarding Procedures

We are all responsible when it comes to safeguarding, so it is important to familiarise yourself with The Owl Centre's policies and procedures.

Everyone must complete mandatory training, which includes safeguarding training. In addition, clinical staff will undergo an initial Safeguarding training session run by our Safeguarding Team.

Reports should be submitted via The Nest and the clinician is responsible for actioning any next steps regarding the case they have reported.

## **What needs reporting?**

- Safeguarding
- Data Breach
- Complaint
- Near Miss
- Accident / Injury
- Misconduct
- Medical

## **How do I know if I should report?**

Anything that you are concerned about should be reported, even if something "doesn't feel right".

It is better to report a concern and it not need further action, than to not report it in the first place.

## **Emergencies**

If you feel a patient/client is at immediate risk, call 999 (or ask a member of the Safeguarding Team to call on your behalf if you are in a session with the patient).

## **Out of Hours**

You will be provided with a list of Out of Hours contacts, in addition to calling 999 for cases of immediate risk. Don't forget to report any incidents in the usual way afterwards.

# Looking After Yourself

## **After a Safeguarding Incident**

We understand that reporting a safeguarding concern or having to contact 999 in case of immediate risk can be difficult and upsetting to experience.

If you feel you need support, we encourage all staff to speak to their Line Manager (Clinical Lead for clinicians) to debrief. On occasion, you may wish to speak to someone else, in which case, please send an email to [safeguarding@theowltherapycentre.co.uk](mailto:safeguarding@theowltherapycentre.co.uk).

*We are here for you*

## **Your Mental Health is our Priority**

It's crucial that all members of The Owl Centre look after their mental health and we are committed to fostering a community in which this is possible.

We don't pretend to have all the answers, but regardless of what you're struggling with, there are a number of expert services available for you to access at any time.

Support Service details on pages 13 – 16

### **Designated Mental Health First Aiders**

For a confidential chat, please reach out to our Mental Health First Aiders who will listen with compassion and without judgement:

- Nicola Read ([nicolaread@theowltherapycentre.co.uk](mailto:nicolaread@theowltherapycentre.co.uk))
- Kate Harris ([kateharris@theowltherapycentre.co.uk](mailto:kateharris@theowltherapycentre.co.uk))
- Harriet Hughes ([harriethughes@theowltherapycentre.co.uk](mailto:harriethughes@theowltherapycentre.co.uk))
- Claire Veitch ([claireveitch@theowltherapycentre.co.uk](mailto:claireveitch@theowltherapycentre.co.uk))



# Speaking Up

We believe in encouraging a positive culture where people feel they can speak up and their voices will be heard. We understand that it isn't always easy to speak up, especially when raising serious issues.

At The Owl Centre, we have a designated Speaking Up Guardian that anyone can approach with any concerns or complaints about misconduct or unethical behaviour (including that of senior staff).

## **Speaking Up Guardians are there to:**

- Listen to you and your concerns.
- Keep your report confidential.
- Take the necessary actions forward to ensure the issue is addressed on your behalf.
- Drive the revision or introduction of necessary policies or procedures to avoid reoccurrence of this issue in the future.
- Provide you with feedback on what actions have been taken following your report.

Speaking up helps us to continuously improve our practices, policies and procedures and ensures we act in compliance with the required industry regulations. We want The Owl Centre to exemplify the highest standards of patient safety and worker satisfaction.

Whether you feel something **has gone wrong** or something **might go wrong**, please reach out to our Speaking Up Guardian, Harriet, for support:




Harriet Hughes ([harriethughes@theowltherapycentre.co.uk](mailto:harriethughes@theowltherapycentre.co.uk))



## The Owl Centre acknowledge the importance of mental health and recognise that mental health can fluctuate over time.

At times some people benefit from additional support.

If you are experiencing mental health difficulties which involves something more serious please contact

-  **If your life is at imminent risk, please call 999 for immediate help**
-  **Your GP**
-  **Your local A and E department**



**SHOUT / [www.giveusashout.org/get-help/](http://www.giveusashout.org/get-help/)**

Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.



**MIND / [www.mind.org.uk](http://www.mind.org.uk)**

Mind offers a wide range of services including counselling, guided wellbeing and online courses in subjects including anger management, sleep, preparing for therapy etc. They also offer wellbeing sessions such as yoga, arts and crafts and mindfulness.



**The Owl Centre**

**[www.theowltherapycentre.co.uk](http://www.theowltherapycentre.co.uk)**

# Help Lines



**In a crisis you can seek support from:**

**SAMARITANS / [www.giveusashout.org/get-help](http://www.giveusashout.org/get-help)**

Freephone 116 123

A new self-help app to keep track of how you're feeling and get recommendations for things you can do to cope and feel better and stay safe.

**REFUGE / [www.refuge.org.uk](http://www.refuge.org.uk)**

Freephone 24-Hour National Domestic Abuse Helpline: **0808 2000 247**

**MIND / [www.mind.org.uk](http://www.mind.org.uk)**

Call **0300 123 393** or text **8643**

**SANEline / [www.sane.org.uk](http://www.sane.org.uk)**

Call **0300 304 7000**

**CALM / [www.thecalmzone.net](http://www.thecalmzone.net)**

Call **0800 58 58 58**

If you need additional support, please consult your GP or attend A and E.



**The Owl Centre**

[www.theowltherapycentre.co.uk](http://www.theowltherapycentre.co.uk)



# Getting help and support for domestic violence.

You do not have to wait for an emergency situation to find help. If domestic abuse is happening to you, it's important to tell someone and remember you're not alone.

## *Women can call*

**NATIONAL DOMESTIC ABUSE HELPLINE / [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)**

Freephone **0800 2000 247**

Call free at any time, day or night. The staff will offer confidential, non-judgemental information and support

## *Men can call*

**MEN'S ADVICE LINE / [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)**

Freephone **0808 8010327**

Call Monday to Friday (10am to 8pm), or visit the webchat at Men's Advice Line every Wednesday (10am to 11.30am and 2.30pm to 4pm) for non-judgemental information and support

## **MANKIND**

Call their helpline on **0182 3334 244** Monday to Friday (10am to 4pm)

## *If you identify as LGBT+*

**GALOP / [www.galop.org.uk](http://www.galop.org.uk)**

Freephone **0800 999 5428**

Call for emotional and practical support for anyone LGBT+ who have experienced abuse and violence in the UK

**KARMA NIRVANA / [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)**

Freephone **0800 5999 247**

Call Monday to Friday (9am to 5pm) for forced marriage and honour crimes. You can also call 020 7008 0151 to speak to the GOV.UK Forced Marriage Unit



**The Owl Centre**

[www.theowltherapycentre.co.uk](http://www.theowltherapycentre.co.uk)

### **EMERGENCY?**

In any emergency,  
call 999

# You can also email for support.



It is important that you specify when and if it is safe to respond and to which email address:

## *Women can email*

**WOMENS AID / [www.womensaid.org.uk](http://www.womensaid.org.uk)**

Email [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

Staff will respond to your email within 5 working days

## *Men can email*

**MEN'S ADVICE LINE / [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)**

Email [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

Staff available Monday to Friday (9am - 5pm)

## *LGBT+ can email*

**GALOP / [www.galop.org.uk](http://www.galop.org.uk)**

Email [help@galop.org.uk](mailto:help@galop.org.uk)

**THE SURVIVOR'S HANDBOOK**  
from the charity Women's Aid is free and provides information for women on a wide range of issues, such as housing, money, helping your children, and your legal rights.

**[www.womensaid.org.uk](http://www.womensaid.org.uk)**



**The Owl Centre**

[www.theowltherapycentre.co.uk](http://www.theowltherapycentre.co.uk)



# **Getting to Know You**

# Your Personality

We want to ensure everyone is treated with respect and empathy here at The Owl Centre.

As part of this, we are asking all new starters and existing team members to complete a personality questionnaire to help us to understand ourselves and our colleagues better.

## **Completing this questionnaire will give you insight into:**

- How you prefer to think
- How you engage with others
- How you apply yourself
- Your key strengths
- Your potential development areas
- Your typical reactions in certain situations

## **Things to remember:**

- This is only intended to be used as a guide.
- Having further insight into your own behaviours, strengths and development areas will help you (and those around you) to understand and interact with you better.
- We encourage you to share your final report with your Line Manager to help them understand your working style and set you up for success in your new role.

**Click [here](#) to complete the questionnaire!**

**It's free!**

## Next Steps & Resources

Once you've completed your [Personality Questionnaire](#) and downloaded your free report, take some time to digest the information, thinking about which parts resonate and the impact this might have on you and others at work.

Using the information in your report and your personal reflections, fill in the [Working Styles form](#).

[Check out an example of a completed form here.](#)

Once completed, share your form with your Line Manager so this can be saved on your private Owl profile.

*You are also welcome to share this with other trusted colleagues if you wish.*

### **Tracking Your Progress**

You will find a [Checklist on page 22](#) which will help you track your progress through key induction milestones (some of which you probably have already completed!)

Again, once you have completed all tasks, we ask you send the completed version to your Line Manager to upload onto your private Owl profile.



# Working Style & Personality

[Check out an example of a completed form here.](#)

**Name:**

**Date Completed:**

**My working arrangements:**

**I manage my time by:**

**If someone wants to speak to me, it's best if they:**

**I prefer information to be given to me:**

☐

Verbally

☐

Written

Other

**For any written communication, I prefer information to be:**

**When working as a team, I may:**

**I like being rewarded for my work:**

☐

True

☐

False

**I prefer to receive feedback:**

☐

Verbally

☐

Written

☐

Publicly

☐

Privately

# Working Style & Personality

*[Check out an example of a completed form here.](#)*

**Things I find stressful in the workplace:**

**On a good day I:**

**On a bad day I:**

**Signs I might need support:**

**Strategies and/or adjustments that have helped me previously:**

**Factors (outside of work) that may impact me:**

**Any additional notes:**

# Checklist

- ☐ Attended an Owl induction session
- ☐ Met your team and/or Line Manager
- ☐ Attended Safeguarding Training
- ☐ Completed & uploaded mandatory training
- ☐ Read, understood & accepted Owl policies
- ☐ Completed Personality Questionnaire
- ☐ Completed Working Styles Document
- ☐ Met with Line Manager to discuss Working Styles
- ☐ Discussed support/adjustments with Line Manager
- ☐ Agreed role-specific expectations and goals
- ☐ Arranged regular meetings with your manager

# Additional Resources

## Quick Links:

- [The Nest](#)
- [Employee Handbook](#)
- [E-Learning Platform](#)
- [HR System](#)
- [Example of Completed Working Style Form](#)
- [Example Personality Report Result](#)

### Top Tip

Click on one of the resources and it'll take you straight there!

## Useful Contacts

Department	Email Address
Compliance	<a href="mailto:compliance@theowltherapycentre.co.uk">compliance@theowltherapycentre.co.uk</a>
Finance	<a href="mailto:finance@theowltherapycentre.co.uk">finance@theowltherapycentre.co.uk</a>
People	<a href="mailto:people@theowltherapycentre.co.uk">people@theowltherapycentre.co.uk</a>
IT	<a href="mailto:ITHelp@theowltherapycentre.co.uk">ITHelp@theowltherapycentre.co.uk</a>
Office Manager	<a href="mailto:office@theowltherapycentre.co.uk">office@theowltherapycentre.co.uk</a>
Recruitment	<a href="mailto:recruitment@theowltherapycentre.co.uk">recruitment@theowltherapycentre.co.uk</a>
Safeguarding	<a href="mailto:safeguarding@theowltherapycentre.co.uk">safeguarding@theowltherapycentre.co.uk</a>
Speak Up Guardian	<a href="mailto:harriethughes@theowltherapycentre.co.uk">harriethughes@theowltherapycentre.co.uk</a>
Mental Health First Aiders	<a href="mailto:nicolaread@theowltherapycentre.co.uk">nicolaread@theowltherapycentre.co.uk</a> <a href="mailto:kateharris@theowltherapycentre.co.uk">kateharris@theowltherapycentre.co.uk</a> <a href="mailto:harriethughes@theowltherapycentre.co.uk">harriethughes@theowltherapycentre.co.uk</a> <a href="mailto:claireveitch@theowltherapycentre.co.uk">claireveitch@theowltherapycentre.co.uk</a>

# Working Style & Personality

**Name:**

Joe Bloggs

**Date Completed:**

28th November 2023

**My working arrangements:**

I typically work 9AM - 5PM,  
Mondays to Fridays.

My lunch break is usually at  
12:30PM

**I manage my time by:**

Blocking out time in my  
Outlook calendar for  
everything I need to get done  
over the week

**If someone wants to speak to me, it's best if they:**

Send me a quick message on MS Teams letting me know what  
they'd like to speak about and confirming my availability.

**I prefer information to be given to me:**

☒ Verbally

☒ Written

Other

**For any written communication, I prefer information to be:**

Short and to the point, using bullet points will help me digest the  
information and will prevent me from missing key information.

**When working as a team, I may:**

Be quiet in team meetings as I like to reflect on discussions after they  
happen and provide my insights afterwards. I do not like being put on  
the spot to offer up suggestions/ideas.

**I like being rewarded for my  
work:**

☒ True ☐ False

**I prefer to receive feedback:**

☐ Verbally

☒ Written

☐ Publicly

☒ Privately



# Working Style & Personality

## **Things I find stressful in the workplace:**

Being sent multiple short messages in quick succession, resulting in lots of distracting notification popups and sounds.  
I also find sudden changes to requirements can catch me off guard and would rather be clear on what I need to do from day one.

## **On a good day I:**

Will get everything done on time and proactively communicate to those around me to let them know what actions have been taken.

## **On a bad day I:**

Will withdraw and won't communicate, though I will likely still get the highest priority work done, I may struggle with procrastination and/or hyperfocus on unimportant tasks and leave things until the last minute.

## **Signs I might need support:**

If I am withdrawing and not responding to messages, I might hyperfocus on one particular activity. If I am using the 'reaction' function on Teams instead messaging back. If I am making more jokes than normal, using GIFs etc, I tend to mask my emotions through humour.

## **Strategies and/or adjustments that have helped me previously:**

Having clear goals and tasks given to me, with pre-agreed deadlines is useful. If something changes suddenly, I find it easier to accept the change if I am told why this change has happened. If I am withdrawing, please reach out to me and ask for my support on something - I need to feel useful.

## **Factors (outside of work) that may impact me:**

I have caring responsibilities for a family member and take them to regular hospital appointments during the day. This can be stressful and emotionally draining, so I may need some days with more flexibility than usual.

## **Any additional notes:**

Something that is important to me in work is that I have chance to improve and develop my skills, so I would be keen to take on additional training or responsibilities, without these opportunities, my motivation dwindles.

# Example Personality Report Result



## You are most like **The Orchestrator**

Orchestrators excel at bringing people together, organizing around them, and mobilizing resources to achieve and exceed expectations. They tend to be planful, precise, engaging and people-oriented.

Orchestrators excel at bringing people together and mobilizing them to achieve and exceed expectations.

Typical Orchestrators use their preference for order, attention to detail, precision, and reliability to follow through with what they start, bringing people together to achieve desired strategies and goals in a synergistic way. They are skilled in connecting to people and understanding how their gifts and individual personalities can be best tapped into to align with the goals they're charged with meeting. They identify what makes people special and bring out their very best.

Other distinguishing characteristics include their drive to set ambitious goals and put in place systematic plans to achieve them. That means they methodically gather and evaluate relevant information, facts, and data and organize it into good plans, and then push through to ensure those plans produce practical results.

They tend to gravitate toward efficient and reliable solutions and frameworks to solve problems. This may mean that people who are more unstructured and messy in their thinking style may frustrate them.

Whether it's planning a life event or solving a business problem, typical Orchestrators are relied on for their ability to bring people and resources to bear in a reliable and practical way to get things done.

### Orchestrator Talents

- Organizing people and their diverse talents
- Being detailed, exacting, and precise
- Being ambitious and setting high standards for themselves and others
- Following through with their tasks and goals
- Seeing potential in people, as well as strengths and weaknesses

### Orchestrator Growth Needs

- Appreciating the need to be an imperfectionist at times (rather than a perfectionist, which is more natural to them)
- Being at times too anchored to an existing plan, if circumstances require them to change and adapt
- Engaging others with more messy or more unstructured ways of thinking productively

Remember, this is only a guide – if this doesn't feel accurate to you, that's ok! It will still be useful to reflect on this and discuss it with your manager.

# Good luck!

*(not that you'll need it!)*

From all of us at

*The Owl Centre*

