



HSE National Social Inclusion Office National Homeless  
Learning and Development Programme

# HSE National Homeless Learning and Development Programme Pilot Phase Manual

For Non-Governmental Organisation and Private  
Providers of Homeless Services and Housing First



## **HSE National Homeless Learning and Development Programme 2025**

In 2025, the National Social Inclusion Office launched a new Learning and Development Programme for any service working with individuals experiencing homelessness. We're inviting services to take part in the pilot phase, which will run throughout the year. Taking part in the programme in 2025 is optional, but we encourage services to take part as we work towards making it a standard requirement for all HSE-funded services from 2026 onwards.

Participants in the pilot phase will be supported throughout the process by dedicated professionals. As part of this pilot, all participating services will also be invited to provide feedback, helping shape and refine the programme before its full rollout.

This Programme Manual will provide you with the relevant policies, procedures and guidance to support your implementation of the programme.

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## Executive Summary

### 1.1. Purpose and Overview

The National Homeless Learning and Development Programme 2025 was developed by the HSE National Social Inclusion Office to standardise training and development for homeless service providers across Ireland. This programme supports services to adhere to existing quality standards; National Standards for Safer Better Healthcare – Healthcare Services, and National Quality Standards Framework (NQS) for Homeless Services in Ireland and support the implementation of the National Strategic Plan to Improve the Health of People Experiencing Homelessness in Ireland (2024-2027).

The programme provides a cohesive, nationwide framework for learning and development, addressing variations in support and training availability highlighted during the 2024 Training Needs Analysis. The programme targets all HSE-commissioned service providers, including NGOs, private providers, and statutory services, aiming to enhance staff competence and service quality. However, any service providing support to people experiencing homelessness are welcome to use this programme.

### 1.2. Objectives

- Establish a standardised framework for nationwide learning and development.
- Set out baseline training topics to ensure new staff receive consistent and essential knowledge.
- Build staff confidence and self-efficacy, improving motivation and retention.
- Embed trauma-informed care and person-centred practices in service delivery.
- Inform strategic decisions through data-driven insights into training needs.

### 1.3. Scope

The programme supports the following:

1. *Mandatory Induction*: Introducing key practices and standards for all new staff.
2. *Train the Trainer*: Equipping organisations to deliver workshops internally.
3. *Collaborative Pathways*: Facilitating partnerships between Private Emergency Accommodations (PEAs) and NGOs in the delivery of the programme.
4. *Bespoke Workshops*: Developing targeted sessions to address specific staff needs, including trauma-informed care.

Exclusions include areas mandated by legal obligations, such as compliance with the Safety, Health, and Welfare at Work Act 2005 and other relevant legislation.

#### 1.4. Key Training Areas

The programme addresses critical gaps in training, including:

- Trauma-informed practice
- Diversity, Equality and Intercultural Awareness
- Professional development for management
- Practical skills including care and case management

#### 1.5. Implementation

The programme offers flexible delivery pathways:

1. *Independent Pathway*: Organisations manage internal training using existing arrangements.
2. *Commissioned Approach*: Organisations commission external trainers to conduct workshops as required.
3. *NGO Collaboration*: NGOs support PEAs or other NGOs in delivering training as part of their social care role or within their regions.

#### 1.6. Expected Outcomes

- A nationwide framework ensures consistency in training quality and service delivery.
- Improved staff confidence and effectiveness in handling complex cases.
- Enhanced consumer outcomes, including reduced conflicts and improved engagement with care plans.
- Data-driven insights lead to targeted and efficient resource allocation.

#### 1.7. Monitoring and Evaluation

The policy includes a robust quality assurance framework:

- Regular feedback collection from workshop participants and facilitators.
- Ongoing evaluation to measure the impact on staff confidence and service delivery.
- Annual reviews to refine and adapt the programme based on data and participant feedback.

### **1.8. Conclusion**

The National Homeless Learning and Development Programme Policy 2025 is a transformative step toward ensuring high-quality, equitable, and effective homeless services across Ireland. By standardising training and fostering collaboration, it seeks to enhance both service provider capabilities and consumer outcomes.



# Development Context and Background 2025

## 2.1. Background

### *Overview*

The National Social Inclusion Office published the National Strategic Plan to Improve the Health of People Experiencing Homelessness in Ireland (2024-2027) in 2024. Within this there were several priority areas identified which are required to support achieving the overall objectives of this strategy. Priority area 9 highlighted the need for capacity building across services nationally.

In 2024, the National Social Inclusion Office invited homeless service providers across the country to participate in a training needs analysis of available learning and development (L&D) opportunities to support their roles. The analysis revealed significant variations in L&D support nationwide.

In response, the National Social Inclusion Office, in consultation with the Homeless Advisory Governance Group (HAGG), developed the National Homeless Services Learning and Development Programme. This programme establishes a standardised, nationwide framework for learning and development in homeless services. It provides guidance to HSE-commissioned homeless service providers, ensuring staff have access to appropriate training and capacity-building workshops.

### *Purpose*

This programme provides organisations with an induction programme outlining relevant mandatory and optional learning and development programmes and workshops to support staff in undertaking their duties.

### *Scope*

- Establish a standardised, nationwide framework for learning and development for homeless services.
- Implement an induction process for all services.
- Roll out a Train the Trainer programme to support organisations who opt in for pathway 1 of the programme.
- Support organisations to align current learning and development practices with the national L&D programme for those who opt for pathway 2.
- Support the links between PEAs and NGOs to support organisations who opt for pathway 3.
- Develop workshops targeting the identified needs of staff working in homeless services to support their ongoing role.

### *Outside of scope*

- Provide, fund or facilitate trainings in areas which organisations are legally obliged to provide their employees as governed by the Safety, Health and Welfare at Work Act 2005 and associated regulations. (listed in Appendices).
- Organisations and their staff are responsible for ensuring that valid licences are held for this category of training. While staff must confirm they hold a current licence, completion of these training courses is not tied to specific programme levels. This flexibility allows organisations to schedule training according to operational needs, rather than adhering to an induction or renewal timeline set by this programme.

### *Target users*

- This policy is aimed at organisations involved in providing services to people experiencing homelessness, including statutory services, non-government organisations and private organisations. All staff from the following sectors providing homeless services commissioned by the HSE:
  - Private Providers Commissions by Local Authorities
  - Private Providers Commissions by the HSE
  - NGOs
  - HSE Services

## **2.2. Objective(s)**

- To have a standardised, nationwide framework for learning and development for homeless services, ensuring organisations can access the same level of learning and development in all health regions.
- Support organisations to establish a structured approach to an induction programme for all staff to ensure consistent knowledge and understanding on key issues which arise when working with people experiencing homelessness.
- Increase staff self-efficacy and positively influence service performance.
- Strengthen line management capacity to support staff in their daily work, reinforcing the principles from the learning materials consistently.
- Improved service consumer experience, particularly around the adoption of trauma informed practices.
- Identify trends, gaps and barriers and best practice which will help inform strategic decision-making regarding ongoing programme

development delivery.

### 2.3. Outcome(s)

- A standardised, nationwide framework for learning and development ensures all staff across health regions receive the same quality of training. This would lead to a standardised level of service delivery, improved staff confidence, and enhanced consistency in addressing the needs of people experiencing homelessness.
- The induction programme helps new staff quickly understand the complexities of working with individuals experiencing homelessness. This would ensure that all staff, regardless of location, are equipped with the essential knowledge, skills, and awareness to provide high-quality care and support.
- Supporting staff self-efficacy will improve motivation, effective problem-solving, and greater staff retention and service delivery.
- Consistent reinforcement of learning material principles leads to greater alignment in team practices, enhancing overall service delivery.
- Increased service outcomes for consumers regarding improved wellbeing, reduction in incidents and conflicts and engagement with care plans.
- Strategic decisions are better informed by data-driven insights, leading to targeted improvements in program design and delivery.
- Learning and development opportunities are developed to address identified gaps, ensuring resources are allocated efficiently and effectively.

#### *Disclosure of interests*

No conflicts were reported.

### 2.4. Rationale

In 2024 the National Social Inclusion Office conducted a national training needs analysis across organisations providing homeless services to examine learning and development practices on a national scale. The analysis highlighted that these organisations are managing increasingly complex cases, with consumers experiencing homelessness often presenting with co-existing healthcare needs. Two key standards underpin the quality and expected delivery of services

provided by or funded through the HSE or Government funding, ensuring support for individuals facing homelessness and healthcare challenges.

- National Standards for Safer Better Healthcare – Healthcare Services
- National Quality Standards Framework (NQSf) for Homeless Services in Ireland

Within the Dublin City Council catchment area, providers of private emergency accommodation are expected to adhere to the Quality Standards for Private Emergency Accommodation, which are based on the existing National Quality Standards Framework (NQSf). These frameworks emphasise key principles, including person-centred care, effective governance, workforce competence, safe service delivery, and continuous quality improvement.

The National Homeless Services Learning and Development Programme identifies the critical areas where staff require training and knowledge to operate within the established standards for healthcare and homeless service provision. The programme aims to develop a cohesive, nationwide framework for learning and development, fostering consistency and excellence in service delivery.

#### *Supporting evidence*

- National Standards for Safer Better Healthcare – Healthcare Services
- National Quality Standards Framework (NQSf) for Homeless Services in Ireland
- National Strategic Plan to Improve the Health of People Experiencing Homelessness in Ireland (2024-2027)

## Roles and Responsibilities

### 3.1. HSE Homeless Services L&D Coordinator

This role is held by a designated individual in each health region who serves as the liaison between the HSE and the organisations implementing the standards. The specific functions of this role are region-specific and may include the following:

#### *Programme Introduction and Communication*

- Introduce the programme to homeless services within their region and relay any concerns, queries, or expressions of interest to the NSIO Programme Coordinators.
- If the Homeless Services L&D Coordinator is not currently employed within the Social Inclusion Office, they will be supported by a designated individual from the National Social Inclusion Office to manage initial communications about the programme.

#### *Ongoing Communication*

- Facilitate ongoing communication between the HSE and homeless service providers regarding the National Learning and Development Programme.

#### *Quality Assurance Support*

- Assist services in fulfilling their commitment to the Quality Assurance Procedure by submitting feedback surveys, electronically or hard copies, corresponding to reported workshop events. This will be supported through quarterly reminders and reviews.
- Gathering staff induction programme completion records from organisations.

#### *Reporting*

- Gather feedback from organisations and report to the Homeless Advisory Governance Group (HAGG).

#### *Workshop Facilitation Oversight*

- Maintain up-to-date records of named Workshop Facilitators within their region, ensuring compliance with facilitation requirements.
- Report any facilitation challenges or suggested content amendments to the Programme Coordinator

### *Facilitator Network Development*

- Establish and maintain a network of facilitators in the region to encourage reflective practice and shared learning opportunities.

### *Train the Facilitator Delivery:*

- Deliver the Train the Trainer element, subject to capacity, and oversee the assessment and agreements with facilitators during this process.
- Coordinate with other HSE Homeless Services L&D Coordinator to secure additional support for the Train the Trainer element, if necessary.

## **3.2. NGO or PEA Workshop Facilitator**

Workshop facilitators are designated staff members from homeless services who are responsible for delivering in-person workshops within their organisations. They may also deliver workshops to staff in Private Emergency Accommodation providers where they carry out a social care function, or to other NGO services who do not have capacity within their own organisation. They will be trained in the workshop delivery by the HSE L&D Coordinator. Their responsibilities include:

### *Workshop Feedback*

- Ensure participants complete anonymised feedback via the feedback link after each workshop event.
- If feedback forms are completed on paper, ensure the responses are uploaded to the designated online platform.

### *Content and Facilitator Feedback*

- Report any facilitation challenges or suggested content amendments to the HSE Homeless Services L&D Coordinator.

### *Quality Assurance Responsibilities*

- Complete the required self-assessment following the Train the Trainer process.
- Commit to participating in reflective practice and shared learning forums with other facilitators

## **3.3. Service Managers or Supervisors**

Service managers or supervisors are staff members from organisations tasked with supporting the designated Workshop Facilitator within their organisation.

Their responsibilities include:

#### *Point of Contact*

- Serve as the primary contact for the HSE Homeless Services L&D Coordinator regarding the identified Workshop Facilitator(s).
- Notify the HSE Homeless Services L&D Coordinator of any changes in the designated staff performing this role.
- While the Workshop Facilitator may handle day-to-day communication with the HSE, a named manager or supervisor, separate from the Workshop Facilitator, must be identified for oversight and accountability.

#### *Support for Workshop Facilitators*

- Assist identified staff in attending any required Train the Trainer events.
- Support the coordination of the in-person workshops within the organisation and with agreed partner organisations.
- Identify and assign alternative facilitators if the named Workshop Facilitator is no longer available, for instance, if their employment with the organisation ends.

#### *Quality Assurance Support*

- Ensure staff adherence to the Quality Assurance Procedure and provide the necessary support to maintain compliance.

## Learning and Development Pathways

### 4.1. Approach

The training programme is designed as a blended model, combining self-directed learning with in-person workshops to offer flexibility and adaptability to diverse organisational needs. Recognising the varied capacity, staff numbers, and training budgets across organisations, the programme provides multiple pathways for implementation, ensuring all entities can achieve a consistent baseline level of training.

Completion of the training programme will be explicitly outlined in future Service Level Agreements (SLAs) or Grant Aid Agreements for organisations funded by the HSE. Additionally, integrating this training into both induction processes and performance reviews will ensure continuous alignment with service standards.

Local Authorities play a crucial role in supporting Private Emergency Accommodations (PEAs) to engage with this training. Although mandating this training falls outside the direct remit of the HSE, the provided support aims to assist PEAs in meeting their required quality standards and maintaining effective service delivery.

### 4.2. Pathway 1: Independent Learning and Development Pathway

#### *Pathway*

Independent Learning and Development

#### *Approach*

Use internal resources to deliver in-person workshop elements within own organisations.

- Step 1: Instruct staff to complete the relevant training modules through self-directed online learning.
- Step 2: Organisations identify a staff member(s) within the organisation to deliver the in-person workshops.
- Step 3: HSE L&D Coordinator supports the identified staff member on delivery of the workshop materials.

#### *HSE Support*

- Train the trainer workshops and guidance: Best practices for effective workshop delivery with full training manual.
- Training Materials: Access to all necessary content and instructional materials.



- Feedback Forms: Templates for collecting feedback from participants.

### *Outcomes*

Organisations capitalise on internal expertise and maintain control and responsibility over the training process, can maintain a currently existing L&D model if in existence.

## **4.3. Pathway 2 Commissioned Blended Approach**

### *Pathway*

Independently Commissioned Blended Approach using existing resources and funding streams.

### *Approach*

Combine online self-directed learning with externally commissioned expertise for in-person training.

- Step 1: Instruct staff to complete the relevant training modules through self-directed online learning.
- Step 2: Organisations commission external agencies to deliver any in-person workshop component outlined in the L&D Programme with guidance from HSE L&D Coordinator if needed.

### *HSE Support*

Queries about potential training providers, to be referred to NSIO / HAGG for agreement

- Feedback Forms: Templates for collecting feedback from participants or training areas covered

### *Outcomes*

The organisation may continue to use existing training providers who they have established links.

## **4.4. Pathway 3 NGO Collaboration**

### *Pathway*

Establish, or used established, organisation networks within a region, to collaborate on the delivery of in-person workshops.

### *Approach*

Combine self-directed learning with a collaboration between organisations

across a region to utilise the Pathway 1 approach. May be of particular interest for smaller organisations or Private Emergency Accommodation Providers to share the responsibility of training staff across their network.

- Step 1: Establish a network of organisation interested in collaborating on workshop delivery. NGOs who offer Social Care In-Reach to PEAs can consider integrating the in-person workshop element into their current service provision.
- Step 2: Agree a terms of reference for the delivery of the workshops.
- Step 3: Identified staff members will be supported by the HSE L&D Coordinator on the delivery of the workshop materials.

### *HSE Support*

- Sample Terms of Reference to be adapted by Networks.
- Train the trainer workshops and guidance: Best practices for effective workshop delivery with full training manual.
- Training Materials: Access to all necessary content and instructional materials.
- Feedback Forms: Templates for collecting feedback from participants.

### *Outcomes*

Organisations can develop cohesive and strong networks across organisations, benefiting from share learning, mutual responsibility for delivering workshops and increased access to expertise across a range of organisations.

PEAs are utilising a service already embedded within the organisation and NGOs can use this arrangement to promote positive working relationships within PEAs to support the social care element of their role.

## **4.5. Consideration points across all pathways**

Some Statutory Training is required to be delivered by an authorised provider. The HSE do not provide Train the Trainer or any additional funding for the following training:

- First Aid
- Fire Safety
- Manual Handling

Most organisations are required to complete a Risk Assessment (section 19) and

a Safety Statement (Section 20) in accordance with the Safety, Health and Welfare at Work Act 2005. Any training required to mitigate risks and hazards identified are the responsibility of the organisation. The NSIO National Homeless Services L&D Programme does not take responsibility for providing training in areas identified through this process.

## Implementation Procedure

### 5.1. Staffing levels

Identify how many staff you have at each level and provide that to the Regional Homeless L&D Coordinator. Update this information if there are changes to staffing structures.

### 5.2. Review induction procedure

There are three Statutory Training courses that must be delivered by certified instructors: First Aid Training, Manual Handling Training, and Fire Safety Training. Some organisations may have qualified staff internally who are certified to deliver these courses, while others may choose to commission licensed external providers.

Due to the variation in how these trainings are coordinated, and the challenge of aligning delivery within specific timeframes, Staff are not required to comply with the NSIO programme's renewal or completion timeframes for these legally mandated courses. Instead, organisations should ensure that relevant certifications are valid at the point of declaration and maintain their own systems for managing renewals in line with statutory requirements. This is detailed in the Induction Procedure.

All courses have licence periods of 3 years; staff are expected to refresh course material every 3 years. More information about staff compliance and reporting is detailed in section 5.6 Staff Reporting

#### *Grandparenting Alignment Process for Training Expiry Consolidation*

- To acknowledge the experience and prior training of existing staff, a grandparenting route is proposed as part of the Learning and Development Programme. This route aims to ensure alignment with current training standards while avoiding unnecessary duplication of learning for those who have already engaged with the relevant material.

#### *Onboarding new staff*

- Any new staff who have joined since the introduction of this programme are expected to complete the Induction Process over a 6–9-month period with the renewal windows then falling naturally over 8 – 12-week time periods for course renewal.

### 5.3. Electronic course completion

If your organisation has an internal Learning Management System (LMS), they can continue to use this and complete all relevant trainings through that

platform. It is expected that all course topics are covered, however, the format can be decided by the organisation, for example your organisation may deliver specific content in-person, such as GDPR or Diversity, Equality and Inclusion. In these instances, it is not expected that staff also complete the online module.

- HSELand training courses cannot be shared with external LMS due to proprietary and licencing restrictions.

If organisations do not have an internal LMS, staff need to be registered with HSELand to access the course content. If staff already have a HSELand account, they do not need to reregister. There are two registration pathways for HSELand:

- Staff within the hospital and community setting in the HSE, in the voluntary hospital sector (Section 38), and in associated non-government organisations (Section 39) working in health or allied services should register through this pathway:  
[www.hseland.ie/dash/registration/UHP](http://www.hseland.ie/dash/registration/UHP)
- Staff within organisations who are employed in Private Emergency Accommodation, Probation or Homeless Services should register through this pathway:  
[www.hseland.ie/dash/Account/ExternalPrivacyPolicy?org=Social\\_Inclusion](http://www.hseland.ie/dash/Account/ExternalPrivacyPolicy?org=Social_Inclusion)

#### 5.4. In Person Workshops

Depending on the pathway your organisation has opted for, the workshop for Trauma Informed Practice will be delivered by a staff member from within your organisation or within your network. Organisations are in the position to schedule workshops as deemed necessary and in line with the Terms of Reference for the network. See train the trainer procedure

Your organisation will be expected to return quarterly KPI information regarding the percentage of staff who have achieved compliance with the programme. A reporting link will be sent directly to the organisation, please provide a named individual for this to be sent to.

Please contact your Regional Homeless Services L&D Coordinator to discuss any issues with the programme. They may refer you to the NSIO Homeless Services L&D Programme Coordinators for support where necessary.

#### 5.5. Statutory Training

Certain statutory training courses, such as First Aid, Fire Safety, and Manual Handling, are required. All staff must confirm that their certifications are up to date when completing the Levels Declaration. It is the responsibility of both staff and their line managers to ensure that all required licences remain valid

and in date.

## **5.6. Staff Reporting**

Staff are expected to complete the course content as per the induction procedure. Upon completion of each level, they will fill in a Declaration and then they will receive the corresponding Homeless Services L&D Compliance Certificate and Card.

Once fully achieved, each level will have a time window for reviewing courses. Your Homeless Services L&D Compliance Certificate and Card will have an issued on and expiry date to highlight when you are required to repeat training and complete the corresponding Level Review Declaration. Specific staff may be exempt from redoing specific courses if it is felt they are highly capable and competent in the course content.

Staff and organisations are expected to maintain accurate records of all completed training, in line with existing documentation practices. They are not expected to submit this evidence to the NSIO. Evidence of course completion should be retained and made available upon request for quality assurance or compliance purposes, including the Statutory Training.

## Induction Procedure

### 6.1. Purpose

This procedure outlines the induction procedure which combines in-person and self-directed online learning via HSELand, organisational specific LMS, or external organisations. Participating staff are expected to complete the programme through a structured induction process within 6–9 months, depending on their role and work hours. This duration emphasises quality over speed, the programme encourages full engagement with materials to support meaningful learning and reduce fatigue from online self-directed learning.

### 6.2. Induction Orientation

Provide staff with a copy of their induction schedule and explain the structure.

Courses are structured into 4 levels based on role. Induction process should include shadowing, online learning, and external training.

There is an option on the Induction Record to note any corresponding organisational policies or procedures which align with the course content.

### 6.3. Training Programme Implementation

There are 4 levels within the training programme. These have been defined based on level of involvement with consumers or residents of the service, expectation of social care input and any line management or supervisory duties.

Organisations may use their own internal staff categories to determine appropriate training. If these differ from the levels set out in this programme, please contact the Homeless Services L&D Programme Coordinators to discuss and agree on a best fit.

- Level 1: All staff including administration and office staff, maintenance staff, kitchen staff, cleaning staff, other support staff with less than 10 hours of contact with consumers within a typical working week.
- Level 2: Frontline staff with more ongoing engagement with residents in their duties, more than 10 hours of engagement with residents during a typical working week.
- Level 3: Frontline staff within NGO and Housing First services only, where enhanced social care responsibilities and more in-depth engagement with consumers are expected.
- Level 4: Management staff with supervisory or line management duties

## 6.4. Agreed Induction Schedule

Staff should agree a course completion schedule based on employment status, additional induction processes such as shadowing, rota, work commitments, and the duration of the induction period and probationary period.

Organisations may provide their own programmes, workshops or e-learning materials. Where the content is covering the same topic, it is not necessary for staff to complete the HSE Land training or one named in this programme. Please contact the National Homeless Services L&D Coordinator if you would like further clarity on this.

It is the responsibility of the individual staff member and their line manager or identified supervisor to support and track progression through the course completion.

Use the Induction Record to monitor progression through the courses and note refresher dates.

Consider any constraints which impact on induction completion:

- Staff Availability: Limited time due to workloads, shift patterns, or other responsibilities.
- Training Resources: Insufficient access to training materials, facilitators, or venues for in-person sessions.
- Technology Barriers: Lack of adequate tools or internet connectivity for online courses.
- Scheduling Conflicts: Overlapping responsibilities or competing priorities within the organisation.
- Staff Turnover: Changes in personnel, requiring new staff to restart or catch up on the training process.

Potential Mitigation Strategies

- Adjust timelines to accommodate staff availability and provide alternate options for training sessions.
- Ensure adequate resources, such as facilitators, equipment, and materials, are in place to support the training process.
- Provide access to necessary tools, such as computers or internet connections, to enable participation in online training.
- Use cross-team support to free up staff for training during peak workload periods.



- Maintain open communication with staff to identify potential barriers early and adapt the process as needed.

### **6.5. Reporting**

When staff complete each level they should follow the QR code link on the Induction Record and complete the Declaration of Completion. This declaration allows the staff to specify the source of the course (HSELand, organisational specify training, commissioned training). Each level of declaration will allow the staff to confirm they hold a valid and in date certificate or licence for statutory training.

Once staff have completed each declaration they will receive a certificate and card evidencing compliance.

## **Stakeholder Consultation and Programme Review**

### **7.1. Stakeholder Consultation**

Participating organisations will be invited to provide feedback on their experience implementing the programme. As part of this process, they will receive an online form to report completion rates at each training level, expressed as percentages rather than individual staff details.

The NSIO Homeless Services L&D Programme Coordinator will distribute a detailed feedback form in November 2025 to gather initial insights. Stakeholders may be asked to contribute further input regarding the programme's implementation, including the compliance reporting mechanism.

### **7.2. Programme Review**

Following stakeholder consultation, the NSIO Homeless Services L&D Programme Coordinators will agree amendments with the members of the Homeless Advisory Governance Group (HAGG), ensuring that any changes are aligned with national standards, support effective implementation, and reflect the needs and experiences of participating organisations.

## **Relevant Irish Employment Legislation**

Terms of Employment (Information) Acts 1994–2014

Organisation of Working Time Act 1997

Payment of Wages Act 1991

National Minimum Wage Act 2000

Employment Equality Acts 1998–2015

Safety, Health and Welfare at Work Act 2005

Unfair Dismissals Acts 1977–2015

Maternity Protection Acts 1994 and 2004

Parental Leave Acts 1998–2019

Paternity Leave and Benefit Act 2016

Adoptive Leave Acts 1995 and 2005

Protection of Employment (Fixed-Term Work) Act 2003

Protection of Employees (Part-Time Work) Act 2001

Employment Permits Acts 2003–2014

Workplace Relations Act 2015



HSE National Social Inclusion Office National Homeless Learning and Development Programme

# Staff Induction Record

For Non-Governmental Organisation and Private Providers of Homeless Services and Housing First



## ***[INSERT ORGANISATION NAME]* Staff Induction Manual**

### **Welcome to *[INSERT ORGANISATION NAME]***

Welcome to the team! Your induction is designed to help you become familiar with *[INSERT ORGANISATION NAME]* policies, procedures, and best practices. With guidance from your line manager and colleagues, you'll learn about your role and the *[INSERT ORGANISATION NAME]* service. This induction will prepare you to deliver quality service in line with our values.

### **Employee Details**

<b>Name:</b>	
<b>Unique Identifier:</b>	
<b>Service Name:</b>	
<b>Induction Completion Date:</b>	

### **About *[INSERT ORGANISATION NAME]***

*[Organisation to include a description of your service, with values, and mission statement here.]*

### **Induction Overview**

- Your induction will last up to X months (may vary by role).
- Shadow experienced staff to learn various responsibilities.
- Complete mandatory training sessions.
- Use this document to track your progress; you and your line manager or supervisor must initial and date each section upon completion.

### **Induction Procedure**

### **Line Manager Responsibilities:**

- Your line manager is responsible for meeting with you as a new staff member and assigning appropriate existing staff to guide you through different aspects of your role.

### **Shared Responsibilities:**

- All staff within the organisation are responsible for ensuring the induction process effectively introduces you to the project, our policies and procedures.

### **Designated Staff Responsibilities:**

- Staff designated to carry out your induction are responsible for guiding you through the process and ensuring all key aspects are covered.

### **Your Responsibilities:**

- You are responsible for identifying and raising any areas that are unclear during the induction process. Seek clarification before signing off on the induction documentation.
- Please refer to the appendix for a suggested course schedule, adjust it to fit in with your work schedule, considering any leave or capacity constraints.
- You are responsible for maintaining a record of your completed courses through attendance and completion certificates. Your line manager may ask to see these certificates at any time.
- When you have completed each level, you will have to fill in the online declaration with the National Social Inclusion Office (NSIO), who will then issue you with the certificate and card for this level. You will not be asked to submit the evidence of completion to the NSIO, but you are expected to provide these if asked.

### **Induction Duration:**

- Your induction training programme is scheduled over 6-9 months to allow you time to complete all training courses.
- You will be expected to complete each level within an 8-week period, for instance complete all Level 1 training courses within an 8-week period, level 2 to be completed There may be some adjustments for externally delivered courses
- Additional training will be provided if required to ensure you feel confident in your role.

### **Mandatory Training:**

- All mandatory training, in line with the HSE National Homeless Services Learning and Development Programme, will be completed as part of your induction. Details of mandatory training requirements are included below.
- You may be expected to attend additional training as deemed necessary by the organisation or your line manager.

### **Shadowing Staff Members:**

- You will be allocated a roster line to facilitate shadowing staff members during your induction period.

### **Completion of Induction:**

- As you complete each section of your induction, ensure that both you and your line manager initial and date the relevant sections in this document.
- Once all sections are completed, schedule a meeting with your line manager to review your progress.
- During this review, discuss any additional support or information you may need.
- Both you and your line manager must sign off on the induction record to formally complete your induction training.
- Email the NSIO Homeless Services L&D Coordinator telling them you have completed each level and they will send you a certificate.

### **Quality Standards for Homeless and Healthcare services**

Two relevant standards guide quality and expected delivery within HSE funded or run services who work with people experiencing homelessness or healthcare which the HSE National Strategic Plan to Improve the Health of People Experiencing Homelessness in Ireland (2024-2027) aligns with.

- National Standards for Safer Better Healthcare – Healthcare Services
- National Quality Standards Framework (NQS) for Homeless Services in Ireland

Within Dublin City Council catchment area, providers of private emergency accommodation are expected to be guided by the Quality Standards for Private Emergency Accommodation. These standards are based on the existing NQS.

### **Standards**

National Quality Standards Framework for Homeless Services in Ireland (NQSFI)		National Standards for Safer Better Healthcare (NSSBH)
<b>Person-Centred Services:</b> This theme focusses on service users' rights and autonomy, including the right to have a complaint heard and responded to. The standards in this theme support inclusive services that put persons at-risk-of or experiencing homelessness at the centre of the decision-making process at the personal level, and involve service users in planning and delivery of services at organisational level.	1	<b>Person-Centred Care and Support:</b> Ensuring that care is centred around the needs, preferences, and values of patients. Involving patients in decisions, respecting their dignity, and providing tailored care.
<b>Effective Services:</b> Effective services are built around responding to the individual service user's needs, and engage in good practice in relation to referrals, assessment, support planning and integrated working.	2	<b>Effective Care and Support:</b> Delivering healthcare that achieves the best possible outcomes. Using evidence-based practices and ensuring coordinated, consistent care throughout the patient journey.
<b>Safe Services:</b> The standards under this theme focus on the provision of a safe environment to reside and work in.	3	<b>Safe Care and Support:</b> Protecting patients from harm and ensuring the safety of care environments. Implementing risk management, infection control, and maintaining a safe physical environment.
<b>Health, Well-Being and Personal Development:</b> This theme seeks a consistent approach in responding to the broad range of health, well-being and developmental needs of persons at-risk-of or experiencing homelessness.	4	<b>Better Health and Wellbeing:</b> Promoting health and preventing illness to improve overall population health. Encouraging preventive care, health promotion, and supporting healthy lifestyles.
<b>Leadership, Governance and Management:</b> This theme focuses on organisational capacity: governance, management and leadership.	5	<b>Leadership, Governance, and Management:</b> Ensuring strong leadership and effective governance to uphold care quality. Accountability, clear governance structures, and a commitment to continuous improvement.
<b>Use of Resources:</b> This theme is concerned with the alignment of funding of services to the overall policy aim of reducing/preventing homelessness and the need for services to be accountable and transparent with regard to the use of public money.	6	<b>Workforce:</b> Supporting healthcare staff to be competent, motivated, and well-trained. Workforce planning, ongoing training, and professional development to ensure quality care delivery.



<b>Responsive Workforce:</b> Person-centred, effective and safe service provision is dependent on having trained, competent staff with the relevant skills, knowledge and experience. The standards under this theme are concerned with how staff and volunteers contribute to high quality service delivery.	7	<b>Use of Resources:</b> Efficient and effective management of resources to support high-quality care. Wise and transparent use of financial, human, and physical resources to maximize patient outcomes.
<b>Use of Information:</b> Effective information systems are in place to enable services to operate within statutory guidelines, to use information to support planning and research and to have a high level of information governance at individual and organisational levels.	8	<b>Use of Information:</b> Utilising accurate and timely information to enhance decision-making and care quality. Ensuring that information supports clinical decisions, performance monitoring, and overall patient care.

### HSE National Strategic Plan to Improve the Health of People Experiencing Homelessness in Ireland (2024–2027)

The HSE National Strategic Plan to Improve the Health of People Experiencing Homelessness in Ireland (2024–2027) sets out a coordinated, person-centred, and evidence-based approach to tackling the complex health challenges faced by individuals experiencing homelessness. Grounded in key principles such as trauma-informed care, housing as a determinant of health, and co-production with people with lived experience, the plan addresses growing health inequalities within this population. It outlines ten strategic priorities—including prevention, integrated care, and targeted supports for vulnerable groups—supported by an outcomes and measurement framework. Through strong inter-agency collaboration, data-sharing, and flexible service delivery, the plan aims to improve access, quality, and impact of healthcare services over the next four years. The National Homeless Learning and Development Programme supports the implementation of priority area 9.

Guiding Principles	Priority Areas
<b>1. Housing as a core social determinant of health:</b> Recognising that secure, stable housing is foundational to physical and mental wellbeing and must be central to any health-focused homelessness strategy.	<b>1. Prevention and Early Intervention:</b> Targeting early stages to stop homelessness and associated health deterioration.
	<b>2. Integrated Care and Case Management:</b> Creating coordinated, seamless care pathways for individuals with complex needs.
<b>2. Trauma-informed and person-centred care:</b> Ensuring services are delivered with sensitivity to past trauma and	<b>3. Assertive Outreach Supports:</b> Proactively engaging individuals in the community and on the streets.

tailored to individual needs, fostering safety, dignity, and trust in all interactions.	4. <b>Housing First:</b> Prioritising permanent housing with wraparound health and social supports.
3. <b>Integrated and interdisciplinary care:</b> Promoting collaborative, wrap-around support—linking primary care, mental health, addiction, outreach, and social services—to address complex needs effectively.	5. <b>Mental Health and Addiction Supports:</b> Providing specialised mental health and substance misuse services.
	6. <b>Addressing the Needs of Specific Populations:</b> Tailoring services for groups such as families, migrants, youth, LGBTQI+, and ethnic minorities.
4. <b>Co-production with lived-experience voices:</b> Actively involving people with experience of homelessness in the design, delivery, and evaluation of services, ensuring relevance, responsiveness, and empowerment.	7. <b>Research and Data:</b> Strengthening evidence through improved data collection, sharing, and analysis.
	8. <b>Service User or Peer Engagement:</b> Involving people with lived experience in designing and evaluating services.
5. <b>Addressing social determinants through a holistic lens:</b> Beyond housing, targeting systemic barriers—like poverty, unemployment, education, and substance use—through culturally appropriate, harm-reduction and inclusion-oriented strategies.	9. <b>Capacity-Building:</b> Training staff and building organisational capability in trauma-informed, harm reduction, equality, and cultural competency.
	10. <b>Collaborative Working with Public Health:</b> Aligning with public health efforts to address infectious diseases, screening, and health promotion.

## The HSE National Homeless Services Learning and Development Programme

The HSE National Social Inclusion Office have developed a standardised learning and development programme, to be implemented from 2025 onwards to support the implementation of the HSE National Strategic Plan to Improve the Health of People Experiencing Homelessness in Ireland (2024-2027). The programme has the following objectives:

- A standardised induction and training programme for all services in line with the National Quality Standards Framework for Homeless Services (NQSF) in Ireland, the Quality Standards Providers of Private Emergency Accommodation 2022, and the National Standards for Safer Better Healthcare (NSSBH) 2012.
- Services within this scope of work, provision of support for people experiencing homelessness:

- Private Providers Commissions by Local Authorities
- Private Providers Commissions by the HSE
- NGOs
- HSE Services

### Levels by Role for Training Programme

Training requirements will vary depending on your role. While you are welcome to complete any of the available training modules, the section below outlines the mandatory training specific to the category your position falls under.

- **Level 1:** All staff including administration and office staff, maintenance staff, kitchen staff, cleaning staff, other support staff with less than 10 hours of contact with consumers within a typical working week.
- **Level 2:** Frontline staff with more ongoing engagement with residents in their duties, more than 10 hours of engagement with residents during a typical working week.
- **Level 3:** Frontline staff within NGO and Housing First services only, where enhanced social care responsibilities and more in-depth engagement with consumers are expected.
- **Level 4:** Management staff with supervisory or line management duties

### Risk Assessment & Legal Obligations for Employers

This programme does not provide, fund or facilitate trainings in areas which organisations are legally obliged to provide their employees as governed by the Safety, Health and Welfare at Work Act 2005 and associated regulations.

Organisations and their staff are responsible for ensuring that valid licences are held for this category of training. While staff must confirm they hold a current licence, completion of these training courses is not tied to specific programme levels. This flexibility allows organisations to schedule training according to operational needs, rather than adhering to an induction or renewal timeline set by this programme. Below you can record the identified required training.

Training area	Assessed as being Required	Licence in date	Training organised
First Aid (level determined by employer)			
Manual Handling			

Fire Safety and Evacuation procedures			
Verbal de-escalation and managing challenging behaviour			
Physical Safety Responses in Behavioural Settings			

Staff Unique Identifier Code:	
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### Level 1: All staff including maintenance staff, kitchen staff, cleaning staff, administration

Training Topic	Standards Theme	Training Source	Start Date	Completion Date	Line Manager Initials	Name of corresponding Policy of Procedure
Introduction to Children First	Person-Centred Services	HSELand				
Safeguarding Adults at risk of Abuse	Person-Centred Services	HSELand				
Becoming Trauma Aware – An Introduction to Psychological Trauma	Person-Centred Services Health, Well-Being and Personal Development	HSELand				
Intercultural Awareness	Person-Centred Services	HSELand				
Inclusive Practices	Person-Centred Services Health, Well-Being and Personal Development	HSELand				
Working with Others	Person-Centred Services Health, Well-Being and Personal Development	HSELand				
Refugees, Protection Applicants and Trauma	Person-Centred Services	HSELand				
Understanding Migrant health and Wellbeing	Person-Centred Services Health, Well-Being	HSELand				

	and Personal Development					
<b>Opioid Overdose Awareness and Naloxone Administration Training - Module 1*</b>	Safe Services	HSELand				
<b>The Fundamentals of GDPR</b>	Leadership, Governance and Management Use of Information	HSELand				
<b>Dignity at Work</b>	Leadership, Governance and Management Health, Well-Being and Personal Development	HSELand				
<b>HSE Domestic, Sexual and Gender Based Violence (DSGBV) Programme Module 1 - Awareness</b>	Effective Services	HSELand				
<b>Diversity, Equality and Inclusion Module 1: An Introduction</b>	Effective Services	HSELand				
<b>Diversity, Equality and Inclusion Module 2: Inclusive Communication at Work</b>	Effective Services	HSELand				
<b>Diversity, Equality and Inclusion Module 3: Working in a Diverse Team</b>	Effective Services	HSELand				
<b>National Standards for infection prevention and control in community services: Putting the standards into practice</b>	Safe Services, Effective Services	HSELand				
<b>LGBT+ Awareness and Inclusion: the basics</b>	Person-Centred Services Health, Well-Being and Personal Development	HSELand				

When you have completed all required training in level 1, follow this QR code and complete the declaration, the National Social Inclusion Office will issue you will a Homeless Services L&D Compliance Certificate and Card for Level 1.

Level 1 Completion Feedback  
Homeless Services Learning and  
Development Programme



\* This course is considered optional, but recommended, for staff working in administrative positions who have no contact with service consumers.

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## Level 2 Training; Frontline working staff (PEA, NGO and Housing First)

Training Topic	Standards Theme	Training Source	Start Date	Completion Date	Line Manager Initials	Name of corresponding Policy of Procedure
<b>Opioid Overdose Awareness and Naloxone Administration Training course - Module 2</b>	Safe Services	HSELand				
<b>Verbal de-escalation and conflict resolution skills</b>  <b>OR</b> <b>Managing Conflict Effectively Programme</b>	Safe Services	External Provider				
	Safe services	HSELand				
<b>Safety Interventions*</b>	Safe Services	External Provider				
<b>Suicide Awareness and Prevention</b>	Safe Services	HSELand				
<b>Trauma Informed Practice and Staff Self Care in PEAs (PEA ONLY)</b>	Health, Well-Being and Personal Development Person-centred Service	In Person Workshop / External Provider				
<b>HSE Domestic, Sexual and Gender Based Violence (DSGBV) Programme Module 2 - Recognise</b>	Effective Services	HSELand				



When you have completed all required training in level 2, follow this QR code and complete the declaration, the National Social Inclusion Office will issue you will a Homeless Services L&D Compliance Certificate and Card for Level 2.

Level 2 Completion Feedback  
Homeless Services Learning and  
Development Programme



Staff Unique Identifier Code:	
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### Level 3 Training; Frontline working staff NGO and Housing First

Training Topic	Standards Theme	Training Source	Start Date	Completion Date	Line Manager Initials	Name of corresponding Policy of Procedure
Introduction to Traveller Health	Safe Services	HSELand				
Introduction to Ethnic Data Collection	Safe Services	HSELand				
Administering the Housing First Health Monitoring Tool	Safe Services					
Trauma Informed Practice and staff wellbeing Workshop	Health, Well-Being and Personal Development Person-centred Service	In Person Workshop / External Provider				
Care and Case Management in Practice in Social Inclusion Services <ul style="list-style-type: none"> <li>Module 1: Introduction to Care and Case Management in Social Inclusion Services</li> <li>Module 2: Care and Case Management in Practice in Social Inclusion Services</li> <li>Care and Case Management in Practice in Social Inclusion Services - Assessment</li> </ul>	Safe Services	HSELand				
HSE Domestic, Sexual and Gender Based Violence (DSGBV) Programme Module 3 - Respond	Effective Services	HSELand				
HSE Domestic, Sexual and Gender Based Violence (DSGBV) Programme Module 4 – Refer	Effective Services	HSELand				


<b>1. Assisted Decision-Making (Capacity) Act 2015: Guiding Principles</b>	Effective Services, Safe Services	HSELand				
<b>2. Assisted Decision-Making (Capacity) Act 2015: Working with Decision Supporters</b>	Effective Services, Safe Services	HSELand				
<b>3. Assisted Decision-Making (Capacity) Act 2015: Advance Healthcare Directives</b>	Effective Services, Safe Services	HSELand				

When you have completed all required training in level 3, follow this QR code and complete the declaration, the National Social Inclusion Office will issue you will a Homeless Services L&D Compliance Certificate and Card for Level 3.



Staff Unique Identifier Code:	
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## Level 4 Training; Management and Supervision role

Training Topic	Standards Theme	Training Source	Start Date	Completion Date	Line Manager Initials	Name of corresponding Policy of Procedure
Introduction to Professional Supervision for HSCP	Responsive Workforce	HSEland				
When you have completed all required training in level 4, follow this QR code and complete the declaration, the National Social Inclusion Office will issue you will a Homeless Services L&D Compliance Certificate and Card for Level 4.					<div> Level 4 Completion Feedback  Homeless Services Learning and Development Programme </div> 	

Staff Unique Identifier Code:	
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### Additional Relevant Courses Available; Optional

Course	Provider	Start Date	Completion Date	Line Manager Initials
<b>Leadership, learning and Talent Management</b>				
• Effective Feedback Programme	HSELand; Virtual Classroom			
• Leading Multi-Cultural Teams Programme	HSELand; Virtual Classroom			
• Managing Conflict Effectively Programme	HSELand; Virtual Classroom			
• Managing Employee Performance Effectively Programme	HSELand; Virtual Classroom			
• Managing Teams Effectively Programme	HSELand; Virtual Classroom			
Hidden Harm: The impact of parental alcohol and other drug use	HSELand			
HSE - Human Trafficking Awareness Training	HSELand			
Including Inclusion Health? Voices from the margins webinar series	HSELand			
Make the Time You Need: Get Organized	HSELand			
Mindfulness Podcast	HSELand			
<b>Human Rights in Health and Social Care</b>				
Module 1: Introduction to Human Rights in Health and Social Care. - Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice.	HSELand			
Module 2: Role of Good Communication in Upholding Human Rights- Applying a Human Rights-based Approach in Health and Social Care: Putting national standards into practice.	HSELand			
Professional Supervision for HSCP – Introduction to Professional Supervision	HSELand			

<b>Promoting A Culturally Sensitive Approach For The Mental Health Needs In The Irish Traveller Community.</b>	HSELand			
<b>SAOR Screening and Brief Intervention for Problem Alcohol and Substance Use.</b>	HSELand			
<b>Social prescribing for healthcare professionals</b>	HSELand			
<b>Stop Smoking Medicines and how to use them e-learning course</b>	HSELand			
<b>Supporting Decision-Making in Health and Social Care</b>	HSELand			
<b>External Resources</b>				
<b>Stress Control Programme</b>	<a href="https://www.stresscontrolclass.com/">https://www.stresscontrolclass.com/</a>			
<b>Homeless and Housing Resource Centre</b>				
<b>Supporting Older Adults Experiencing Homelessness</b>	<a href="https://hhrctraining.org/">https://hhrctraining.org/</a>			
<b>Trauma-Informed Outreach and Engagement</b>	<a href="https://hhrctraining.org/">https://hhrctraining.org/</a>			
<b>Supporting People Who Use Methamphetamine</b>	<a href="https://hhrctraining.org/">https://hhrctraining.org/</a>			
<b>Whole-Person Care for Opioid Use Disorder</b>	<a href="https://hhrctraining.org/">https://hhrctraining.org/</a>			
<b>Serious Mental Illness and Homelessness</b>	<a href="https://hhrctraining.org/">https://hhrctraining.org/</a>			
<b>Introduction to Treatment Models and Engagement</b>	<a href="https://hhrctraining.org/">https://hhrctraining.org/</a>			
<b>Introduction to Hoarding Disorder</b>	<a href="https://hhrctraining.org/">https://hhrctraining.org/</a>			
<b>The International Federation of Red Cross and Red Crescent Societies</b>				
<b>Psychological First Aid for all: An introduction</b>	<a href="https://ifrc.csod.com/client/ifrc/default.aspx">https://ifrc.csod.com/client/ifrc/default.aspx</a>			
<b>Mental Health Essentials for Managers</b>	<a href="https://ifrc.csod.com/client/ifrc/default.aspx">https://ifrc.csod.com/client/ifrc/default.aspx</a>			
<b>Mental Health Essentials for All</b>	<a href="https://ifrc.csod.com/client/ifrc/default.aspx">https://ifrc.csod.com/client/ifrc/default.aspx</a>			

## Signatures

<b>Staff Member</b>		<b>Line Manager</b>	
<b>Date of Review</b>			

## Course Descriptions

Training Topic	Course Description	Course Length	Mode
<b>Introduction to Children First</b>	The aim of this programme is to raise awareness and increase knowledge of child abuse and child welfare issues and to clarify personal, legal and organisational roles and responsibilities in recognising, responding to and reporting child protection and welfare concerns as set out in Children First National Guidance for the Protection and Welfare of Children 2017 and the Children First Act 2015.	90 minutes	HSELand
<b>Safeguarding Adults at risk of Abuse</b>	<p>The HSE is committed to supporting people at risk of abuse and our staff in addressing this issue. The aim of this module is to support you to recognise, respond and report safeguarding concerns regarding adults at risk of abuse.</p> <p>By the end of this module the learner will be able to:</p> <ul style="list-style-type: none"> <li>• Recognise the different types of abuse and when abuse may be happening.</li> <li>• Understand how to respond immediately to safeguard the person at risk of abuse.</li> <li>• Know how to raise concerns and who to go to for support.</li> </ul> <p>This module is Nursing &amp; Midwifery Board of Ireland (NMBI) Category 1 approved for 1 Continuing Education Unit (CEU) and the programme activity attracts 1 CPD credit for Doctors.</p>	60 Minutes	HSELand
<b>Becoming Trauma Aware – An Introduction to Psychological Trauma</b>	Becoming Trauma Aware is an introduction to psychological trauma. Trauma and Adverse Childhood Experiences (ACEs) are a harmful and costly Public Health problem. Addressing trauma requires a multi-agency public health approach that includes public education and awareness. Developing Trauma aware front-line services is essential and ever more so in post covid times.	45 Minutes	HSELand

	<p>Now more than ever, we need to ensure that all staff working across our public services including, health and social services, community and voluntary agencies, local authorities, education/university settings and policing are trauma aware at a minimum and that our specialist services and organisations are trauma informed and trauma sensitive.</p> <p>This generic eLearning awareness module has been developed by Cork Trauma Sensitive City Steering Group and is a first step in raising awareness about the need for organisations to start becoming trauma aware. Becoming trauma sensitive and trauma informed involves significantly more training. This module will introduce you and your staff to an introductory level understanding of trauma and its impact on children, adults, communities and staff members so that we can all have an understanding of why and how trauma is everyone's business. Links are provided to further learning resources to enhance your knowledge base.</p>		
<b>Intercultural Awareness</b>	Intercultural Awareness eLearning programmes will support you to respond to the health needs of a multi-cultural society in order to provide an effective and high-quality responsive service. This consists of 4 modules which are explained below.		HSELand
<b>Inclusive Practices</b>	This module will support you to be respectful of the ethnic, cultural and religious diversity of your service users, in order to provide an effective, high-quality responsive service, in line with the National Standards for Safer Better Healthcare (2012). It will also help you reflect on your own approach to intercultural working and inclusivity to help you to meet your responsibilities under the Public Sector Equality and Human Rights Duty (IHREC Act, 2014).	30 minutes	HSELand
<b>Working with Others</b>	<p>This module will enhance your ability to provide a culturally sensitive service, by building your confidence in applying the techniques learned in Module 1 Inclusive Practices.</p> <p>You will also learn more on how to apply techniques and practices to ensure your service is inclusive</p>	30 Minutes	HSELand



<b>Refugees, Protection Applicants and Trauma</b>	<p>This module will support you in your work with refugees and protection applicants (previously called asylum seekers), to improve their health outcomes.</p> <p>This module will also provide a brief overview of trauma and its relevance to refugees and protection applicants. It will help you to recognise trauma reactions, and some steps you can take to avoid triggering or retraumatising people using your service.</p>	45 minutes	HSELand
<b>Understanding Migrant health and Wellbeing</b>	<p>This module equips you to better support the mental health needs of migrants. It explores how cultural, social, legal, and economic factors influence wellbeing, and highlights common challenges such as trauma, isolation, and discrimination. The module promotes a compassionate, culturally sensitive approach to care and provides guidance on signposting to appropriate services.</p>	30 Minutes	HSELand
<b>Opioid Overdose Awareness and Naloxone Administration Training - Module 1**</b>	<p>This module has been developed by the HSE National Social Inclusion Office to provide learners with the skills to recognise, intervene and respond to an opioid overdose, including the administration of naloxone.</p> <p>This is Module 1 of a two module course. It is a pre-requisite, along with current in date CPR training for attendance at the in-person Module 2 training.</p> <p>Successful completion of Module 2 is required to satisfy the legislative criteria in (SI 238 of 2023). (SI 449 of 2015) and (SI 530 of 2018) allow for trained non-medical persons to administer specific prescription-only medicines to a person, without a prescription, for the purpose of saving their life or reducing severe distress in an emergency situation.</p>	45 minutes	HSELand
<b>The Fundamentals of GDPR</b>	<p>This module will make you aware of your responsibilities under GDPR, so that you will improve the way you process data and keep it secure. You will also learn how to respond to a data breach incident and how to direct a service user to get a copy of their personal data when requested.</p>	35 minutes	HSELand
<b>Dignity at Work</b>	<p>This resource is aimed at all staff working in the HSE and in HSE funded services, providing a convenient and easy way to become familiar with Dignity at Work.</p> <p>Our Dignity at Work Policy, described in this programme, promotes a positive work</p>	40 minutes	HSELand

	<p>environment where everyone is respected regardless of their personal characteristics, lifestyles and beliefs.</p> <p>All staff within the HSE and in HSE funded services have a role in promoting a positive work environment and engaging in behaviour to foster a climate of dignity and respect and where diversity is valued. This eLearning resource will describe the difference between bullying, harassment and sexual harassment, outline the process for making and resolving complaints and identify the advice and support available to help you.</p> <p>This programme has been developed by internal HR subject matter experts and the HSeLand team and reflects the current Dignity at Work Policy as agreed with Health Services Trade Unions.</p> <p>Dignity at Work takes approximately 40 minutes to complete. It is accompanied by a small assessment, which once taken and successfully completed will generate a certificate.</p> <p>This is now mandatory for completion by all staff working in the HSE and in HSE funded services with refresher training required every three years.</p>		
<b>HSE Domestic, Sexual and Gender Based Violence (DSGBV) Programme Module 1 - Awareness</b>	<p>The aim of this module is to improve awareness of DSGBV in all its forms, its prevalence and impacts on specific communities, as well as provide information about the national policy context and relevant legislation.</p> <p><b>Awarding Body Credits</b></p> <p>This module has been awarded with 1 CPD credit by the Irish College of GPs (ICGP).</p> <ul style="list-style-type: none"> <li>This module has been awarded with 1 CPD hours in accordance with NMBI guidance.</li> </ul>	45 Minutes	HSELand

	<ul style="list-style-type: none"> <li>This module meets CPD accreditation applications requirements for the Social Workers Registration Board.</li> </ul>		
<b>Diversity, Equality and Inclusion Module 1: An Introduction</b>	<p>This module is part of an introductory programme that aims to support you in understanding Diversity, Equality and Inclusion, and how these can be applied in the workplace.</p> <p>Module 1 will provide you with an understanding of the concepts of Diversity, Equality and Inclusion, as well as an overview of the HSE's commitment to these principles in the way we work together.</p>	30 minutes	HSELand
<b>Diversity, Equality and Inclusion Module 2: Inclusive Communication at Work</b>	Module 2 will support you to communicate in a way that is inclusive and respectful of all colleagues. It will help you to adapt your communication to support colleagues with specific communication needs.	45 Minutes	HSELand
<b>Diversity, Equality and Inclusion Module 3: Working in a Diverse Team</b>	Module 3 will develop your awareness of assumptions and bias in the workplace and help you to create a positive team culture that supports and respects difference. The programme modules will also direct you to where you can go for further information and support.	45 minutes	HSELand
<b>National Standards for infection prevention and control in community services: Putting the standards into practice</b>	<p>This programme has been designed and developed by The Health Information and Quality Authority (HIQA) to support staff in community health and social care services to implement safe practice in infection prevention and control and antimicrobial stewardship.</p> <p>The online module aims to support front-line staff to understand and implement the National Standards for infection prevention and control in community services. It contains practical examples, real-life scenarios and day-to-day practice tips for staff across a range of health and social care settings in the community, such as residential services for older people and people with a disability, day care services, GP practices, dental services and care delivered in the home.</p> <p>The module aims to promote good practice in the area, while also addressing knowledge and skills gaps identified through extensive stakeholder engagement. It contains self-reflection questions to help staff to think about how they are already</p>	60 minutes	HSELand

	applying the standards, identify areas they may be able to improve and how they might set about doing that.		
<b>LGBT+ Awareness and Inclusion: the basics</b>	This module will give you an understanding of LGBT+ identities and relevant health issues, and provide tips on how to be more inclusive of LGBT+ service users. You can also access activities for your workplace, resources to develop your knowledge, and tools to help you support LGBT+ people.	45 Minutes	HSELand

Training Topic	Course Description	Course Length	Mode
<b>Opioid Overdose Awareness and Naloxone Administration Training course - Module 2</b>	Module 2 of the HSE's Opioid Overdose Awareness and Naloxone Administration course is a mandatory in-person practical session that follows the e-learning (Module 1) and current CPR certification. It focuses on building real-world skills in recognising and responding to opioid overdoses, including administering intranasal naloxone, performing CPR, and understanding the legal and organizational requirements—such as notifying the HPRA to procure naloxone under S.I. 238 (2023).	3 hours	In person booked via HSELand
<b>Verbal de-escalation and conflict resolution skills</b> <b>OR</b>	There are a range of providers nationally who deliver effective verbal de-escalation skills workshops and training. Some of the workshops may be delivered alongside safety interventions. Your organisation will identify the appropriate level which you need based on their Health, Safety and Welfare at Work Act 2005 risk assessment.  This programme does not current provide, fund or facilitate training in verbal de-escalation skills. If you have any queries about this specific workshop please contact your Homeless Services L&D Coordinator.	Course dependent	External Provider organised by employer
<b>Managing Conflict Effectively Programme</b>	Currently, there are no specific workshops on verbal de-escalation included in this programme. However, if your organisation has identified a need for such training based on its risk assessment (in line with the Health, Safety and Welfare at Work Act 2005), it is their responsibility to arrange a suitable provider or workshop.	1 Day	HSELand – Virtual classroom 1 day

	<p>In the meantime, or if your service does not deem a dedicated workshop necessary, you are encouraged to complete this course. While the focus of this course is on managing conflict within working relationships, the core principles are applicable to a wide range of conflict situations. These strategies can also be complemented by learning from trauma-informed practice to support effective verbal de-escalation.</p> <p>To provide you with the necessary skills and knowledge to manage conflict effectively, enhancing awareness of underlying variables leading to conflict, and enabling line managers to promote healthy working relationships and a positive team environment.</p> <p>At the end of this programme you will have a knowledge and appreciation of:</p> <ul style="list-style-type: none"> <li>• An understanding of the signs, symptoms and impact of conflict</li> <li>• Understanding models, tools &amp; techniques to assist in managing conflict effectively</li> <li>• Review a manager's role in preventing &amp; managing conflict</li> <li>• Identify what it means to have a positive work environment &amp; how to ensure this is developed &amp; sustained</li> </ul> <p>This virtual programme is an interactive and participative programme. Participants will be engaging with each other and with the facilitator in discussion and in group work and will need to be able to both see and hear each other throughout the programme.</p> <p>Upon completion of the Managing Conflict Effectively Programme, health and social care professionals registered with CORU can recognise this programme as a suitable continuous professional development (CPD) activity for their role. CPD credits may then be allocated based on the new or enhanced learning associated with the activity.</p>		
<b>Let's Talk About Suicide</b>	<p>Designed to build confidence in addressing suicide, the course includes interactive content and dramatised scenarios, developed with input from those with lived experience of mental illness. The programme aims to break down barriers around</p>	60 minutes	HSELand

	discussing suicide and equips participants with vital skills for lifesaving conversations.		
<b>Trauma Informed Practice and Staff Self Care in PEAs (PEA ONLY)</b>	<p>This engaging and supportive workshop is designed for staff working in Private Emergency Accommodation who wish to deepen their understanding of trauma and its impact on the individuals they support.</p> <p>The session explores how trauma can shape behaviours, emotions, and relationships, and how adopting trauma-informed approaches can improve daily interactions, build trust, and create safer, more supportive environments for both clients and staff.</p> <p>Participants will gain a foundational understanding of trauma, its effects, and practical, respectful strategies for applying trauma-informed principles in their work. The workshop encourages reflection, open discussion, and shared learning, offering a safe space where participants are not expected to have all the answers, but are invited to grow in awareness and confidence.</p>	120 Minutes	In person workshop delivered by nominated trainer or from within network.
<b>HSE Domestic, Sexual and Gender Based Violence (DSGBV) Programme Module 2 - Recognise</b>	<p>The aim of this module is for professionals to recognise the signs of DSGBV, impact on victims and barriers they face to seek support.</p> <p><b>Awarding Body Credits</b>            This module has been awarded with 1 CPD credit by the Irish College of GPs (ICGP).</p> <ul style="list-style-type: none"> <li>This module has been awarded with 1 CPD hours in accordance with NMBI guidance.</li> <li>This module meets CPD accreditation applications requirements for the Social Workers Registration Board.</li> </ul>	60 Minutes	HSELand

Training Topic	Course Description	Course Length	Mode
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<b>Introduction to Traveller Health</b>	Introduction to Traveller Health eLearning programme will support you to respond to the health needs of members of the Irish Traveller Community in order to provide an effective and high quality responsive service. This module will support you to have a greater understanding of factors that influence Traveller health and play your part in providing a more inclusive and culturally competent service to members of the Traveller Community. This module complements the face-to-face Traveller Cultural Awareness Training.	45 Minutes	HSELand
<b>Introduction to Ethnic Data Collection</b>	This module explains what Ethnic Data Collection is and why it's important in healthcare. After completing the module you will know how to sensitively gather and record information from clients, what to record and where to get more information.	30 Minutes	HSELand
<b>Administering the Housing First Health Monitoring Tool</b>	<p>Housing First (HF) Programme provides a comprehensive and holistic approach to addressing homelessness for people experiencing mental health, physical health, substance misuses, and other challenges.</p> <p>It is seen as effective strategy in housing long-term homeless individuals with highly complex needs. In order to capture health outcomes of HF participants over time, National Social Inclusion Office in cooperation with other key stakeholders has developed Housing First Health Monitoring Tool.</p> <p>The purpose of the Health Monitoring Tool is to learn more about the health needs of HF participants and to explore how HF programme can successfully support those needs. All of the data collected will be analysed with the purpose of informing national planning of Housing First services and the development of wrap-around health supports for Housing First. Main data being collected are related to physical and mental health, substance use, access to health services and community integration.</p>	30 Minutes	HSELand
<b>Trauma Informed Practice and staff wellbeing Workshop</b>	This full-day, interactive workshop is designed to deepen your understanding of trauma and its impact on the individuals you support. Building on foundational	6 hours	In person workshop delivered by

	<p>concepts, this session offers a practical and reflective space to explore how trauma influences behaviour, relationships, and engagement in frontline services.</p> <p>Participants will examine how adopting trauma-informed principles; such as safety, trust, choice, collaboration, and empowerment, can improve the quality of support they provide, while also fostering more positive, respectful relationships with clients.</p> <p>The course includes real-life case examples, group discussion, and practical tools for applying trauma-aware approaches in challenging and complex situations, including managing distress, dysregulation, and conflict.</p> <p>A key focus of the day will also be on staff wellbeing and resilience. The workshop acknowledges the emotional impact of working with people who have experienced trauma and provides space to reflect on compassion fatigue, burnout, and vicarious trauma and the importance of self-care. Participants will be supported to explore how they can care for their own mental and emotional health while maintaining healthy boundaries and effective professional relationships.</p>		nominated trainer or from within network.
<b>Care and Case Management in Practice in Social Inclusion Services</b> <ul style="list-style-type: none"> <li><b>Module 1: Introduction to Care and Case Management in Social Inclusion Services</b></li> <li><b>Module 2: Care and Case Management in Practice in Social Inclusion Services</b></li> <li><b>Care and Case Management in Practice</b></li> </ul>	<p>This programme is for staff working in Homeless Services, Substance Misuse Services and other statutory and non-statutory services, such as NGO/Voluntary Services, local authorities, Tusla, Probation, Tier 4 services, Youth Services, and additional Social Inclusion Services where deemed appropriate.</p> <p>NOTE: Managers must also complete this training as they have a role in overseeing service provision.</p>	60 Minutes	HSELand



<b>in Social Inclusion Services - Assessment</b>			
<b>HSE Domestic, Sexual and Gender Based Violence (DSGBV) Programme Module 3 - Respond</b>	<p>The objective of this module is to build capacity to ask about and respond to disclosures about DSGBV and know how to support the victim through the disclosure process.</p> <p><b>Awarding Body Credits</b></p> <ul style="list-style-type: none"> <li>• This module has been awarded with 1 CPD credit by the Irish College of GPs (ICGP).</li> <li>• This module has been awarded with 1 CPD hours in accordance with NMBI guidance.</li> <li>• This module meets CPD accreditation applications requirements for the Social Workers Registration Board.</li> </ul>	45 Minutes	HSELand
<b>HSE Domestic, Sexual and Gender Based Violence (DSGBV) Programme Module 4 – Refer</b>	<p>The objective of this module is to review learnings from previous modules and to build awareness about referral pathways for victims and survivors of DSGBV and how to support them to access appropriate services.</p> <p><b>Awarding Body Credits</b></p> <ul style="list-style-type: none"> <li>• 1 CPD hour awarded in accordance with NMBI guidance</li> <li>• 1 CPD point by Irish College of General Practitioners (ICGP)</li> <li>• Modules also meet CPD accreditation applications requirements for the Social Workers Registration Board</li> </ul>	45 Minutes	HSELand
<b>1. Assisted Decision-Making (Capacity) Act 2015: Guiding Principles</b>	<p>This module is for all staff working with adults (aged 18 years and older) in health and social care. Healthcare workers have new responsibilities under the Assisted Decision-Making (Capacity) Act 2015 that specifies how they can best support a person to make their own decisions. This module helps to familiarise staff with</p>	30 Minutes	HSELand

	these new responsibilities that are detailed in the Guiding Principles of the 2015 Act.		
<b>2. Assisted Decision-Making (Capacity) Act 2015: Working with Decision Supporters</b>	This module will introduce the concept of decision supporters and the various roles that take this form. You will need to know the roles and responsibilities of the decision supporter, how to interact with them, and when it is appropriate to contact the DSS, with the goal of keeping the person attending our service at the heart of the decision-making process.	30 Minutes	HSELand
<b>3. Assisted Decision-Making (Capacity) Act 2015: Advance Healthcare Directives</b>	This module will help staff to identify when and advance healthcare directive is valid and applicable, to respond appropriately to an advance healthcare directive, and to support a person who wishes to make one.	30 Minutes	HSELand