



Hummingbird Refugee Project

Culture of Wellbeing

In this document we will set out the culture of wellbeing at the Hummingbird Project. In the spirit of reflective practice, this is a working document that will be reviewed and updated on an annual basis, with the input of the Hummingbird team.

For ease of locating, we have put these themes in alphabetical order.

Covered in this document is:

1. Anti-oppressive principles and practice.
2. Clinical Supervision
3. Group Clinical Supervision
4. Line Manager Support
5. Reflective Practice
6. Time off in Lieu (TOIL)
7. Time off for accessing mental health services
8. Training and Development
9. Trauma-informed practice
10. Wellbeing Days
11. Wellbeing Week

1. Anti-oppressive principles and practice

We acknowledge that as allies to refugees we need to oppose and push back on injustice, inequality, marginalisation, exclusion and discrimination in all its forms. This work takes place firstly from within our organisation. Looking at ourselves, our own systems and our practices. Embracing deep reflection and the willingness to change and adapt what we do and what we think we know. We believe that this is essential for us to then be able to stand up with young people and challenge the harm that they are facing in the UK.

The Hummingbird Project is committed to creating an organisation that is inclusive, safe, understanding and informed by the ideas and experiences of young refugees. We pledge

to put our learning into practice, and recognise that dismantling oppression is a continuous process that needs conscious attention. We also fully acknowledge the unjust and disproportionate burden that is placed upon people who experience oppression (including, but not limited to, people from refugee and migrant backgrounds, the global majority, women, and LGBTQI+ communities), and the trauma directly associated with this.

2. Clinical Supervision

Clinical supervision establishes a formal process of support, reflection, learning and development. All members of the Hummingbird team are provided with the opportunity to undertake clinical supervision with an accredited member of the British Association for Counsellors and Psychotherapists. Clinical supervision is compulsory for all members of the Be Well, Be Heard team and Hummingbird management, and is highly recommended for the whole of the team. Clinical supervision is a space to talk about anything you may be experiencing at work or in your personal life.

Clinical supervision meetings typically take place every 6 weeks online via Zoom. You can increase the frequency of these meetings if you feel you would benefit from these.

If you have lived experience that has been triggered by your work at Hummingbird, then we will do our best to support you and develop a plan around this. We can explore finding a clinical supervisor who specialises in your experiences, to ensure that you're receiving the most appropriate support.

Through experience we understand that the clinical supervision model may not suit the needs of every individual team member. If this is the case, then your line manager will explore alternative approaches with you, including supporting you to access other therapeutic services.

3. Group Clinical Supervision

The Be Well, Be Heard team takes part in group clinical supervision meetings with an external clinical physiologist every six weeks. These take place in-person at the Hummingbird office and last for 2 hours. These sessions are an opportunity for the team to come together and reflect on shared challenges relating to support work. The provision of additional group clinical supervision meetings is in recognition of the vicarious trauma, physical and physiological impacts that comes with working in support roles with vulnerable young people.

4. Line Manager Support

All members of the Hummingbird team attend weekly or fortnightly 1-1 meetings with their line manager (as mutually agreed based on the support levels needed and working patterns). This is a space to talk about your work, challenges, opportunities, and areas where you would welcome some additional support. This is also an opportunity to explore

learning and development opportunities. You can choose how you would like these meetings to take place ... they can take place in the office, over a coffee or taking a walk. You can increase the frequency of these meetings if you feel you would benefit from these.

5. Reflective Practice

Reflective practice is a space to critically reflect on our work, policies and practices so as to engage in a process of continuous learning and change. As a team we come together every 2-3 months, for 1.5 hour sessions, to actively participate in reflective practice, which is facilitated by an external coach. Each reflective practice session will be curated around a theme. These themes are directed by the Hummingbird team to reflect upon and address recent issues or themes that are coming up in our work. Recent themes have included exploring and supporting boundaries, grounding, connecting and restoration and holding people in positive regard. If you have any thoughts or ideas for reflective practice then you can share them in staff meetings or directly with your line manager or director.

6. Time Off In Lieu (TOIL) and Overwork

The Hummingbird Project recognises the organisation's responsibility to help ensure work is not negatively impacting on the wellbeing of staff, through quantity (overwork) and quality (conditions) of work.

The organisation will aim to treat overwork primarily as a collective issue of organisational planning and resource allocation, and secondarily as an issue of individual support needs and working habits. We agree that we will attempt to collectivise the issue of overwork, leading to wider organisational discussion and decisions (around recruitment, training, job descriptions, fundraising, and staff support) to shift the unspoken requirements of staff.

All Hummingbird team members are entitled to time off in lieu (TOIL) when they have worked more than/outside of their contracted working hours. Employees should not accumulate more than a week's toil per month and it is strongly encouraged that TOIL is taken back within a week or two after it is accumulated. All employees should log their TOIL via their [Breathe](#) account, this will then be added to their annual leave allowance, and leave should be booked as normal through Breathe.

7. Time off for accessing mental health services

All of the Hummingbird team are entitled to take reasonable regular time off to access mental health support such as, but not limited to, therapy, clinical supervision and counselling. All team members are entitled to access clinical supervision via the Hummingbird Refugee Project, and we recommend that you work from home, if possible, on the days that these take place. If you wish to start or continue attending other therapeutic services during your working hours then please discuss this with your Line

Manager. The focus of these discussions will be on how we can support you to access what you need when you need it.

8. Training and Development

All of the Hummingbird team are provided with training in safeguarding & trauma informed practice in the first few months of joining the team. We are committed to supporting our team to identify their own learning and development goals, and to undertake training in areas relating to their expertise and interests, in order to support each individual to flourish in their roles. Training and development will be discussed regularly in your line management support meetings, but you can also contact your line manager outside of these meetings about any training needs you may have.

9. Trauma-informed Practice

The Hummingbird Project strives to be a trauma-informed service. All members of the Hummingbird team are provided with the opportunity to attend trauma-informed practice training, refreshers, and other training relating to trauma and mental health, to further develop their skills and confidence of working with young people who have experienced trauma. We have adapted our services over time to reflect the 6 principles of trauma-informed practice: safety, trust, choice, collaboration, empowerment and cultural consideration.

Trauma-informed practice is an approach which is grounded in the understanding that trauma exposure can impact an individual's neurological, biological, psychological and social development. Trauma-informed practice aims to increase our awareness of how trauma can negatively impact individuals and communities, and their ability to feel safe or develop trusting relationships. It aims to improve the accessibility and quality of services by creating culturally sensitive, safe services that people trust and want to use. The Hummingbird Project seeks to work in collaboration and partnership with young people to empower them to make choices about their own health and wellbeing.

10. Wellbeing days

All of the Hummingbird team, including management, are entitled and encouraged to take well-being days. This is in recognition that the work that we do takes a physical and physiological toll on us all. Simply contact your line manager via telephone or email to let them know that you are taking this time to rest & restore. If you feel that you need a longer period of time away from work to focus on your health then your line manager will support you to take the time you need.

11. Wellbeing week

The Hummingbird team has a well-being week every year. We close all of our services for 1 week and the Hummingbird team has the week off, to intentionally focus on our wellbeing. This is in addition to our annual leave. The team meets on Monday morning, takes part in a gentle activity of their collective choosing, such as a meditation workshop, followed by brunch. We each then set an intention for the week that supports us to rest, restore and recoup. This usually takes place around June/July every year.