

In conversation with...

Kaitlyn

Guardianship Training and Development



What does your role involve?

My role is to design, develop and deliver guardianship — specific training and resources. I work collaboratively with the principal practice leader and other staff within the office to identify training needs and improve current practices.

What is your professional background?

I graduated with a postgraduate diploma in psychology almost ten years ago. My first professional job was actually here at OPG as a delegate guardian as I've always had an interest in advocating for those in society who are considered vulnerable and marginalised. I initially started at OPG for some experience and then enjoyed the work so much I haven't left!

What does your typical work day look like?

On a typical day I am either working on developing training or delivering training to new delegate guardians. I work collaboratively to develop new practices and processes in guardianship to keep up with delegate guardians' ever expanding and diversifying work load. I then create training or practice documents to support this. While I don't work directly with our clients, I remain client focused in the development of training and guardianship practice.

What challenges have you faced in your role?

The biggest challenge has been balancing the competing priorities for training needs. There are so many facets to guardianship and a delegate guardian's role is so diverse that it's a balancing act to prioritise areas of need when we are building a program, especially from scratch.

How does your role help promote and protect OPG clients' human rights?

My role really helps get new delegate guardians into the right frame of mind and thinking from a human rights perspective before they start in their role and working with our clients and other stakeholders. It's a chance to really embed in new staff the importance of being least-restrictive in our practice as delegate guardians, as well as being mindful of the impact our role and office has in the lives of our clients and their friends and family.

What have you achieved in the past year?

We achieved an OPG first this year! I internally developed two online training modules that are now used in our online training program. This is a huge step forward for the office in keeping up with current training needs. One of the areas I focused on was record keeping practices for guardians with face-to-face, online and practice documents. The guardianship induction program is also continually improving as new training and material is being developed to assist guardians in performing their role.

What is the best part of your job?

I am quite process driven so planning and developing training in line with our policies and guardianship practice is really enjoyable. I have worked at OPG in guardianship for a long time so it is great to put my knowledge and experience to a different use. I also really enjoy talking with new staff and educating them, answering their questions and providing them with a base on which to build their skills.