



MANARA TRAINING

Manara Training – Service Overview

2026

Manara delivers training to organisations supporting people and communities facing harm, exclusion, or disadvantage

Who We Are

Manara Training delivers evidence-based, trauma-informed training to organisations across the UK who support vulnerable and marginalised people and communities, particularly those often at greater risk of experiencing harm, exclusion or disadvantage.

Our purpose is to equip practitioners, managers, and volunteers with the confidence, knowledge, and practical tools they need to deliver safe, ethical, and effective support.

Our training is delivered by qualified trainers, bringing professional expertise alongside lived experience to ensure learning is grounded in real-world practice and the realities of frontline work.

We work in partnership with local authorities, voluntary sector organisations, grassroots and community groups, social and criminal justice services, and youth organisations to strengthen practice and improve outcomes.

Our Values

- Trauma-informed and inclusive
- Supportive, collaborative learning environments
- Grounded in lived experience and professional expertise
- Reflective practice for continuous development
- Practical, accessible, and impactful training

Our Approach

At Manara Training, we believe effective learning happens when people feel safe, valued, and supported to reflect honestly on their practice. Our approach is built on four core principles that shape every training session we deliver.

Trauma-Informed and Inclusive

We create psychologically safe learning environments that recognise the impact of trauma on both practitioners and the people they support. Our training acknowledges diverse experiences and identities, ensuring all participants feel respected and heard.

Grounded in Lived Experience

Our approach affirms the equal value of professional expertise and lived experience, and we bring both into every session. Our trainers offer authentic insight into the systems and challenges many marginalised communities face. This understanding creates learning that is honest, relatable, and deeply practical.

Practical and Reflective

Our training focuses on practical skills and strategies that can be used immediately in day-to-day practice. Sessions balance theory with real-world application and reflective practice that supports ongoing professional development.

We use what we call *friction points* to create space for honest discussion, helping practitioners explore different perspectives and make confident, proportionate decisions that remain aligned with organisational values and frameworks.

Outcome-Focused

Our training is designed to improve outcomes for the people and communities you serve. We measure success not only by what participants learn, but by the meaningful changes they are able to create in their work.

We recognise that outcomes look different across roles, contexts, and communities, and that progress includes trust-building, learning, and growth as well as measurable change.

How We Deliver

Qualified and Experienced Trainers

Every Manara Training session is delivered by trainers who hold professional qualifications and bring substantial frontline experience.

Our team combines professional expertise with lived experience across youth work, safeguarding, social and criminal justice, mental health, and trauma-informed practice.

We're aligned with national occupational standards, trauma-informed practice frameworks, and Skills for Justice guidelines, ensuring our training meets sector requirements while remaining accessible and engaging.

Flexible and Accessible

We understand that organisations have different needs, capacities, and pressures. Our training is designed to respond to this by adapting to your organisation, team, and practice context.

Sessions are shaped around your service priorities, staff experience levels, and the people you support, ensuring the content is relevant and realistic for your setting.

Training is delivered in person, either at your venue or a suitable external location, and is practical, interactive, and grounded in real world practice so learning is accessible, meaningful, and immediately applicable.

Initial Consultation

We discuss your organisation's needs, context, and priorities to shape the focus of the training.

Bespoke Programme

We adapt and tailor our training to reflect your organisation's needs, service context, and the people you support.

Engaging Delivery

Qualified trainers facilitate practical, reflective learning grounded in real-world practice.

Ethical and Safe Practice

All Manara training is delivered within clear ethical and safeguarding boundaries, grounded in professional accountability.

Training Available

Manara Training offers a range of specialist courses designed for practitioners working with vulnerable young people and adults. Each programme combines evidence-based practice with real-world application, delivered by trainers who understand the complexities of frontline work.

Our training responds to the real-world challenges practitioners face in their day-to-day roles when supporting vulnerable young people, adults, and their families. We deliver a range of specialist courses that explore how different approaches to support can strengthen practice including understanding when your role is best placed as a caseworker, mentor, or coach.

Our core training offer covers safeguarding, professional boundaries, housing and homelessness support for vulnerable young people, and navigating complex support roles within frontline services. Through this work, we aim to strengthen confidence and capability across the workforce, with a specialist focus on youth work and the practitioners supporting communities most affected by inequality.

Formats Available

- Standalone workshops (half-day or full-day)
- Modular training programmes
- In-person delivery tailored to organisational context

Training Overview

Who Does Your Client Need You to Be?

Caseworking, Mentoring and Coaching in Practice

Half-day

Supporting Vulnerable Young People with Homelessness and Housing

Full-day

Professional Boundaries

Half-day

Supporting Young People Towards Employment

Half-day

Safeguarding Across contexts and environments (in development)

Half-day

Caseworker Practice Programme (in development)

10–15 days, delivered flexibly

Who Does Your Client Need You to Be? (Caseworking, Mentoring and Coaching in Practice)

Practitioners often find themselves moving between different roles when supporting people. In one moment you may be acting as a caseworker, in another as a mentor or coach. While these roles can overlap in practice, they each serve a different purpose and come with different responsibilities, boundaries, and risks.

Using the wrong approach at the wrong time can have real consequences. It can lead to blurred boundaries, increased dependency, missed safeguarding concerns, or escalation of risk. It can also undermine trust and leave clients feeling unsupported or unsafe.

This training creates space to step back and reflect on what a client needs from you in a given moment. Participants explore the differences between caseworking, mentoring, and coaching, how to recognise the stage a client is at, and how to adapt their approach accordingly.

Through practical discussion and real world scenarios, practitioners develop stronger judgement and confidence in making reasonable, rational and defensible decisions, particularly in complex, pressured, or emotionally charged situations.



Learning Outcomes

- Understand the differences between caseworking, mentoring, and coaching, and what each role is designed to do
- Recognise what stage a client is in and how this shapes the support required
- Know when and why it may be appropriate to switch roles, and the risks of staying in the wrong role for too long
- Make more reasonable, rational and defensible decisions when supporting clients in complex or pressured situations

Supporting Vulnerable Young People with Homelessness and Housing

Housing insecurity is one of the most significant challenges practitioners face when supporting young people across the UK. Issues such as relationship breakdown, overcrowding, and violence in and outside the home often intersect, creating complex and urgent housing needs.

Without access to safe and stable accommodation, progress in other areas of a young person's life can be difficult to sustain.

This training focuses on supporting young people leaving prison or fleeing violence, where housing pathways are often unclear and shaped by statutory decision-making. Practitioners explore the homelessness journey from first presentation through to housing outcomes, including priority and non-priority need, statutory duties, and how decisions are made.

The session covers statutory and private rented sector housing options, alongside the practical realities of supporting young people through these systems. This includes managing expectations realistically, understanding eligibility and local connection requirements, and gathering appropriate evidence to support applications.

This training is designed for practitioners supporting young people experiencing homelessness or housing insecurity, particularly in high-pressure contexts where housing is critical to safety, stability, and longer-term outcomes.



Learning Outcomes

- Gain an understanding of the challenges facing young people leaving prison or fleeing violence
- Understand the process of supporting a young person through homelessness and housing difficulties
- Learn how to advocate confidently within housing systems
- Explore how to use available resources effectively
- Develop skills in managing expectations realistically and compassionately

Professional Boundaries

Professional boundaries are essential for safe, sustainable, and effective practice, yet they are often tested in work with people experiencing crisis. Ideas of "going above and beyond" are commonly used to signal care and commitment, but they are rarely clearly defined and can place practitioners and clients at risk.

This training creates space to explore what professional boundaries really mean in practice, and why availability outside core working hours is often framed as compassion rather than risk. Participants examine how blurred boundaries, informal access, and unspoken expectations can unintentionally create dependency, reduce professional judgement, and weaken safeguarding.

The session focuses on identifying common friction points where boundaries are most tested, including out-of-hours contact, emergency decision-making, and organisational cultures that normalise constant availability. Practitioners develop confidence in holding boundaries that protect both the practitioner and the client, while still responding ethically, proportionately, and with care.

Learning Outcomes

- Understand what professional boundaries are and why they are essential
- Challenge myths around "going above and beyond"
- Recognise common boundary risks, including collusion and out-of-hours working
- Identify friction points where boundaries are tested in your practice
- Feel more confident holding boundaries that protect both practitioner and client

Supporting Young People Towards Employment

Supporting young people towards employment is rarely a straightforward journey. For many, barriers such as long-term NEET status, justice-impacted experiences, multiple identified risk factors, low confidence, displacement, care experience, or unstable life circumstances can make work feel distant or overwhelming.

This training supports practitioners to take a realistic, ethical, and supportive approach to employability. Rather than focusing on quick outcomes, it helps practitioners assess readiness, understand where a young person is in their journey, and identify appropriate next steps without creating pressure or unrealistic expectations.

Participants explore how employment readiness exists on a spectrum, and how progress may involve preparatory pathways such as training courses, insight opportunities, apprenticeships, or confidence-building steps before work becomes realistic or sustainable.

The session also examines the risks of pushing too quickly, including disengagement, loss of trust, and increased vulnerability.

Alongside this, the training considers partnership working and the responsible use of tools, including AI, when supporting applications or preparation for work, ensuring support strengthens trust and long-term outcomes.



Learning Outcomes

- Understand employment readiness as a spectrum and recognise when work may not yet be the right next step
- Identify appropriate progression pathways, including training, apprenticeships, and preparatory opportunities
- Support young people to build confidence and motivation without creating unrealistic pressure
- Make informed, ethical decisions when supporting employability in complex or high risk contexts
- Understand the responsible use of tools, including AI, when supporting young people towards employment

Caseworker Practice Programme (In Development)

This is a longer-form programme designed to support caseworkers and practitioners working in complex, high-risk contexts. The programme is currently in development, and accreditation is a future aim, subject to appropriate awarding body and quality assurance processes.

Theme	Learning Focus
Orientation, Values, and Safe Practice	Core values, professional boundaries, and principles for safe and ethical practice
Legislation, Safeguarding, and Ethical Practice	Key legal frameworks, safeguarding duties, and ethical decision-making
Trauma-Informed and Culturally Competent Practice	Applying trauma-informed approaches and culturally responsive practice
Complex Needs and Vulnerabilities	Responding to exploitation, substance use, mental health needs, housing issues, and neurodiversity
Offending Behaviour and Desistance	Exploring pathways into offending and supporting desistance from crime
Communication and Motivational Interviewing	Using effective communication, motivational interviewing, conflict resolution and de-escalation strategies
Case Management and Recording Practice	Assessment, planning, defensible decision-making, and effective recording
Multi-Agency Working and Practitioner Wellbeing	Partnership working, managing transitions, and sustaining practitioner wellbeing

Get in Touch

We'd love to hear from you. Whether you're interested in booking training, have questions about our approach, or want to discuss how we can support your organisation, please get in touch.

Manara Training works with commissioners, managers, partner organisations, and frontline service leads across the United Kingdom. We offer flexible in-person delivery options and can tailor our training to meet your team's specific needs and context.

All enquiries are welcomed and will receive a response within two working days.

Email

info@manaratraining.co.uk



Website

www.manaratraining.co.uk



Delivery

UK-wide delivery with
flexible packages for
organisations



Manara Training is committed to providing accessible, trauma-informed professional development that makes a real difference to practice and outcomes. We look forward to working with you.