



## Governmental Organisations Package

### Why is it needed?

High-pressure roles, exposure to trauma, and limited access to specialist mental health training place significant strain on frontline staff, increasing risks of burnout, stress, and impaired decision-making. With growing public need, limited specialist support, and rising mental health challenges among responders themselves, equipping governmental institutional teams with mental-health knowledge, safeguarding skills, and wellbeing strategies is critical to improving community safety, protecting vulnerable people, and sustaining a healthy, effective workforce.

### What does Pamoja offer?

Pamoja provides frontline workers with training that enhances their ability to recognise and respond to mental health needs in the communities they serve as well as supporting and managing the wellbeing of the workers themselves.

*See our "Workplace Safeguarding Wellbeing Package" for further information about training and support for staff wellbeing.*

**All training and individual support is conducted in person, learning resources will be provided.**

**Please contact us for more information regarding bookings and pricing.**

- ▶ **Safeguarding training**  
Identifies how to protect children and vulnerable adults from harm, helps professional staff recognise early signs of risk, and equips them to respond appropriately to keep patients and colleagues safe.  
**Level 1** - Basic Awareness (how many lessons, time period)  
**Level 2** - Practitioner Level  
**Level 3** - For Specialist/Designated Staff  
**Level 4** - For Strategic Leadership
- ▶ **Trauma-informed care**  
Participants will learn how trauma impacts the brain, body and behaviour and how to adapt mental health practice to avoid re-traumatisation, build trust, and promote recovery.
- ▶ **Responding safely to mental-health crises**  
Practical strategies for crisis intervention, risk assessment, suicide awareness and safe decision-making
- ▶ **Recognising and managing common mental health conditions**  
Equips participants to identify early signs of common mental health conditions and confidently apply effective support strategies.
- ▶ **Communication and de-escalation**  
Develop skills for active listening, showing empathy and communicating sensitive information effectively and practice techniques for de-escalation and helping patients manage intense emotions
- ▶ **Clinical Supervision and reflective practice**  
Enables professional staff process challenges, strengthen skills, prevent burnout, and continuously improve the quality of patient care
- ▶ **Consent and confidentiality**  
Ensures professional staff deliver safe, ethical, legally compliant care that protects patient rights and builds trust.

Break the stigma, expand access, transform lives — take the first step with Pamoja.  
Together, we can do better.