**Home Based Casework Bachelor Level Supervisor Training Competencies**

**v.11/2/2015**

Supervision Overview:

* Candidate must view the Supervision Overview Power Point
* Candidate must discuss the power point with their mentor

Service Standard:

* Candidate must read and fully understand the Service Standard they will supervise
* Candidate must become familiar with the location of the service standard
* Candidate must become familiar with timeframes for reports
* Candidate must become familiar with service expectations
* Candidate and Mentor must discuss the Service Standard. Discuss any service standard related challenges and solutions the candidate can foresee or those the mentor has encountered.

Documentation:

* Candidate must understand the use and purpose of treatment plans
	+ Recognizing the needs of the family
	+ SMART Goals
	+ Re-evaluating goals as needs of the family change
* Candidate must understand monthly report content
	+ Using case notes in preparing the monthly report
* Candidate and Mentor must discuss best practices for managing documentation review

DCS Legal and Testifying:

* Candidate must view the DCS Legal and Testifying Video
* Candidate and Mentor must discuss the video
* Candidate must understand hearing types
* Candidate must understand how to assist an employee in preparing for testimony

Abuse/Neglect/Hotline Reporting:

* Candidate must complete the Public Online Training and Information Course

Don’t Wait! Make The Call. Report Child Abuse and Neglect in Indiana

Located at: <https://reportchildabuse.dcs.in.gov/>

* Candidate must understand specific agency policy on making a report
* Candidate must understand Indiana Code 31336 (Being a Mandated Reporter)
* Candidate must understand DCS Structured Decision Making Tool
* Candidate must review the Intake Guidance Tool
* Candidate must review Hotline Intake Questions and have them accessible to themselves and supervisees

Worker Safety:

* Candidate must review and understand agency worker safety policy

Family Safety:

* Candidate must review and understand the Environmental Awareness form located in the Training, Competencies, Curriculums, and Resources link found under DCS Approved Provider Training.
* Candidate must understand Safe Sleep Standards and Risks
* Candidate must discuss with their mentor techniques and challenges to managing Family Safety through the eyes of their supervisees

Critical Thinking:

* Candidate should develop the ability to use evidence skillfully and impartially.
* Candidate should be self-aware and understand how life experiences, culture, and values impact problem solving.
* Candidate should demonstrate the ability to listen carefully and assign weight to other perspectives and ideas, even when they are contrary to their own.
* Candidate should demonstrate the ability to find unique solutions for complex problems.
* Candidate should develop the ability to extract the essentials from a verbal argument, while giving less consideration to the irrelevancies.

Supervision Styles:

* Candidate must develop a well rounded knowledge of various types of adult learners
* Candidate should understand various leadership styles and their impact

Professional Development:

* Candidate must demonstrate competency in providing information and support to facilitate supervisee development

DCS 101:

 • Understand State Statutes
 • Understand the role of DCS
 • Understand DCS language
 • Understand stress factors for families
 • Understand chain of command within DCS

Protective Factors:

The 5 Protective Factors are the foundation of the Strengthening Families Approach. Extensive evidence supports the common sense notion that when these Protective Factors are present and robust in a family, the likelihood of abuse and neglect diminish. Research also shows that these are the factors that create healthy environments for the optimal development of children. The 5 Protective Factors include: Parental Resilience, Knowledge of Parenting and Child Development, Social and Emotional Competence of Children, Social Connections and Concrete Support in Times of Need.

* **Parental Resilience -** No one can eliminate stress from parenting, but building parental resilience can affect how a parent deals with stress. Parental Resilience is the ability to constructively cope with and bounce back from all types of challenges. It is about creatively solving problems, building trusting relationships, maintaining a positive attitude, and seeking help when it is needed.
	+ **Activities to consider:** help parents surround themselves with people that make them feel confident; help parents to identify someone they trust to share their feelings with; help parents plan ahead and adapt to change; Identify opportunities to be physically active and engage in self-care.
* **Knowledge of Parenting and Child Development –** Having accurate information about raising young children and appropriate expectations for their behavior help parents better understand and care for children. It is important that information is available when parents need it, that is, when it is relevant to their life and their child. Parents whose own families used harsh discipline techniques or parents of children with developmental or behavior problems or special needs require extra support in building this Protective Factor.
	+ **Activities to consider:** develop and maintain consistent communication with child’s Doctor; discuss child’s academic development with a teacher when applicable; obtain educational materials from the local health department; attend community parent education events.
* **Social and Emotional Competence of Children –** A child’s ability to interact positively with others, to self-regulate, and to effectively communicate his or her emotions has a great impact on the parent-child relationship. Children with challenging behaviors are more likely to be abused, so early identification and working with them helps keep their development on track and keeps them safe. Also, children who have experienced or witness violence need a safe environment that offers opportunities to develop normally.
	+ **Activities to consider:** provide opportunities for children to socialize; identify and discuss feelings, express emotions; help children problem solve; obtain and read a book about emotions; empathize with children.
* **Social Connections –** Friends, family members, neighbors, and other members of a community provide emotional support and concrete assistance to parents. Social Connections help parents build networks of support that serve multiple purposes: they can help parents develop and reinforce community norms around childrearing, provide assistance in times of need, and serve as a resource for parenting information or help solving problems. Because isolation is a common risk factor for abuse and neglect, parents who are isolated need support in building positive friendships.
	+ **Activities to consider:** join a group with people who have common interests; attend local learning opportunities; stay in contact with and utilize family and friends; participate in community events; explore volunteer opportunities to enhance social network.
* **Concrete Support in Times of Need –** Parents need access to the types of concrete supports and services that can minimize the stress of difficult situations, such as a family in crisis, a condition such as substance abuse, or stress associated with lack of resources. Building this Protective Factor is about helping to ensure the basic needs of a family, such as food, clothing, and shelter, are met and connecting parents and children to services, especially those that have a stigma associated with them, like domestic violence shelter or substance abuse counseling, in times of crisis.
	+ **Activities to consider:** identify needs versus wants; explore and become familiar with available community resources; contingency plan and prepare with family members/close friends to prevent crisis situations.

Information provided by: Strengthening Families, a project for the Center for the study of Social Policy: [www.strengtheningfamilies.net](http://www.strengtheningfamilies.net)

US Department of Health and Human Services Administration for Children and Families/Strengthening Families and Communities 2009 Resource Guide: www.acf.hhs.gov/programs/cb

Shadowing with Mentor:

* Candidate must shadow the Mentor during a minimum of ten (10) case staffing. The cases staffed must be assigned to a minimum of four (4) different Home Based Case Managers.
* Candidate and Mentor should discuss challenges and best practices regarding case staffing and professional development of supervisees.