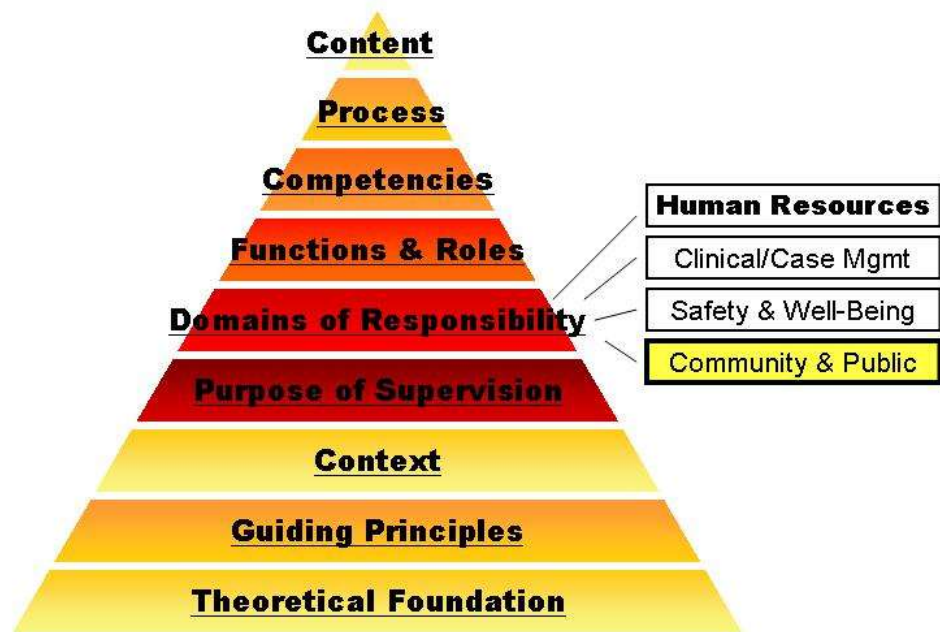


Committed to Excellence through Supervision

Module V: Promoting Safety and Resilience Module VI: Leadership Skills for Child Welfare Supervision



Conceptual Model of Supervision

This curriculum is part of a ten-day child welfare supervisor curriculum *Committed to Excellence through Supervision*, developed with funding from the Children's Bureau, Administration on Children, Youth and Families, Administration for Children and Families, U.S. Department of Health and Human Services, Grant #90CT0111

Module V: Promoting Safety and Resilience

Major Content:

- Individual and organizational factors of resilience
- Current literature on vicarious traumatization and compassion fatigue
- Critical incident stress management
- Strategies for promoting self care
-

Learning Objectives:

- Review findings on supervisors' role in retention of child welfare staff
- Acknowledge origins and consequences of work-related stress
- Understand organizational factors that contribute to resilience, including role of supervisor
- Apply workplace techniques to monitor promote factors of resilience
- Define supervisor's role within Iowa DHS Crisis Response Protocol
- Handle crises externally effectively, efficiently, and sensitively
- Handle crises internally effectively, efficiently, and compassionately
- Support staff in assessing danger when working with clients, including use of a risk assessment model and mentoring use of effective strategies when working with clients
- Identify and intervene with staff who are experiencing prolonged compassion fatigue
- Develop creative strategies for resilience (e.g., peer support and team building)

Learning Activities:

- Large group activity: Service orientation over the life of the employee: what does it look like? How can the supervisor nurture it?
-
- Relaxation exercises led by trainers
- Safety best practices: review safety checklist with a partner

Module VI: Leadership Skills for Child Welfare Supervision

Major Content:

- Positive leadership during organizational transformation
- Managing public and community relations

Learning Objectives:

- Promote organizational mission effectively within community; manage community relationships in a way that promotes collaborative relationships and community support of child protection
- Lead positive organizational change through planning, communication, vision, and participatory management
- Support workers during transitions brought on by organizational change

Learning Activities

- Small groups: AIA exercise for leading change
- Optional: Positive organizational diagnosis: table activity – participants identify most positive attributes of their organizations

Relevant Supervisor Competencies for Modules V and VI:

- Understands the origins and consequences of work-related stress and models coping skills to manage such stresses
- Recognizes indicators of potential danger and employs strategies to enhance staff safety on the job
- Coaches and models how to maintain professional boundaries when working with clients
- Promotes peer support and team building with peers
- Understands the importance of professional collaboration, as needed; and requests assistance appropriately
- Promotes staff resilience and healing in managing the difficult work
- Deals effectively with emotional needs around the many issues of crisis and utilizes the Crisis Response Protocol
- Effectively deals with stakeholder complaints
- Promotes organizational mission effectively with a variety of community entities
- Works effectively with media to build positive relations and maintain open communications
- Understands how to advocate effectively and appropriately for agency and community resources