

# Community Support Training 101

Updated May 2018



## **Training Requirements**

All individuals holding any position within the agency shall complete orientation and training within the first thirty (30) days of employment in order to be knowledgeable in core competency areas. Orientation and training shall be documented. Agency personnel shall, within the scope of their position, have a working familiarity with core competencies prior to performing their job:

1. Know the organization's client population, scope of program, mission, vision, and policies and procedures.
2. Understand and perform respective job assignments.
3. Abide by applicable regulation for rights, ethics, confidentiality, corporate compliance and abuse and neglect.
4. Know agency protocols for responding to emergencies at the program facility or while providing services in the community, to include protocols for infection and agency procedures to maximize safety for consumers, staff members and the public.

Personnel working with individuals receiving services and/or persons providing supervision to direct care staff, shall complete additional training in order to be knowledgeable in the service competency areas listed below. Competent personnel shall:

1. Operate from person-centered, client driven, recovery-oriented, stage-wise service delivery approaches that promotes health and wellness;
2. Develop cultural competence that results in an ability to understand, communicate with, and effectively interact with people across cultures.
3. Deliver services according to key service functions as well as evidence-based and best practices;
4. Practice in a manner that demonstrates respect for and understanding of the unique needs of persons served;
5. Use effective strategies for engagement, re-engagement, relationship building and communication.

Individuals providing supervision to community support specialists have additional training or experience in order to be knowledgeable in the supervision competency areas listed below.  
Competent supervisors:

1. Practice in a manner that demonstrates use of management strategies that focus on client outcomes, care coordination, collaboration and communication with other service providers both within and external to the organization;
2. Ensure new and existing staff are competent by providing training/supervising, guidance and feedback, field mentoring, and oversight of services to individuals served by the team;
3. Ensure processes exist for tracking and review of data such as missed appointments; hospitalization and follow-up care; crisis responsiveness and follow-up; timeliness and quality of documentation; and need for outreach and engagement;
4. Monitors and reviews services, interventions, and contacts with clients to ensure services are implemented according to individualized treatment plans or crisis prevention plans; evaluates the effectiveness and appropriateness of services in achieving recovery/resiliency outcomes in areas such as housing, employment, education, leisure activities and family, peer and social relationships.

New staff shall job shadow the supervisor and/or staff experienced in the respective position, as appropriate for the staff members experience and skill level. Staff shall receive ongoing and regular clinical supervision.

A written plan shall be developed that indicates how competencies will be measured and ensured for all staff providing services or supervision, including but not limited to some combination of the following:

1. Testing (e.g. essential learning)
2. Observation/field supervision
3. Clinical supervision/case discussion
4. Quality review of case documentation
5. Use/utilization of relevant findings from quality assurance activities
6. Consumer/guardian satisfaction
7. Stakeholder/interagency satisfaction
8. Consumer outcomes

Demonstrated competency shall be documented within the first six (6) months of employment.

Personnel shall participate in at least thirty-six (36) clock hours of relevant training during any two (2)-year period with a minimum of twelve (12) clock hours per year.

Documentation of all orientation, training, job shadowing and supervision activities must be maintained by the agency and available for review.

Documentation of training activities shall include the training topic; date of activity; duration; skills targeted/objective of skill; certification/continuing education units (if any); location; and name, title, and credential(s) of instructor.