



The Center for Family and Child Enrichment
“Cherishing Our Children Since 1977”
Operational Policies and Procedures

Policy #: 166

Section: Administrative

Subject: Training, Ongoing Education, supervision and Consultation

Purpose:

To establish guidelines for Training, Ongoing Education, Supervision and Consultation.

Policy:

It is the policy of the Center for Family and Child Enrichment, Inc., to provide in service training, other education and training activities, ongoing education, supervision and consultation to increase staff’s knowledge of specific work related issues with emphasis on maximizing the quality of care, treatment and services.

Procedure:

As appropriate, each staff member, student and volunteer is oriented to their jobs, as appropriate and the work environment before providing care, treatment and services.

A. Orientation. Orientation provides initial job training and information. Employees receive orientation in the following areas:

- The organization mission and goals;
- Organization-wide policies and procedures (including safety and infection control) and relevant unit setting or program, specific policies and procedures;
- Specific job duties, responsibilities and service, setting or program, specific job duties and responsibilities related to safety and infection control;
- Cultural diversity an sensitivity;
- Staff students and volunteers are educated about the rights of clients and ethical aspects of care, treatment, services and the process used to address ethical issues;
- The organization assesses and documents each person’s ability to carry out assigned responsibilities safely, competently and in a timely manner upon completion of orientation.

B. Ongoing Education. Including in service, training and other activities maintains and improve competence. The following occurs for staff, students and volunteers who work in the same capacity as staff providing care, treatment and services:

- Training occurs when job responsibilities or duties change.
- Participation in ongoing in-service, training or other activities occurs to increase staff, student or volunteer knowledge of work related issues;



The Center for Family and Child Enrichment
“Cherishing Our Children Since 1977”
Operational Policies and Procedures

Policy #: 166

Section: Administrative

Subject: Training, Ongoing Education, supervision and Consultation

- On-going in-service and other education and training are appropriate to the needs of the population/s served and comply with law and regulations.
- On-going in-service training or other activities emphasize specific job related aspects of safety and infection prevention and control;
- On-going in-service training or other education incorporate methods of team training, when appropriate;
- On-going in-service training or other education reinforce the need and ways to report unanticipated adverse events;
- On-going in-service or other education in response to learning needs identified through performance improvement finding and other data analysis (data from staff survey, consumer satisfaction, performance evaluations or other needs assessments);
- On-going education is documented.

C. Supervision and Consultation:

Supervision and consultation are available to direct care staff to maintain and enhance their knowledge, skills and attitudes in providing care, treatment and services. Direct Service supervisors at **CFCE** are experienced professionals with demonstrated competencies in understanding clarifying and applying practice skills, providing case consulting, supervision, addressing, overseeing on a range of service/treatment interventions. Supervision understanding the importance of best practice in the delivery of a range of social behavioral health care and human services.

CFCE supervisor who oversee the professional direct service work at the agency are experienced professionals with demonstrated competencies in social services and behavioral health care. They are responsible for tracking and monitoring the progress and goals of the treatment/service plans, collecting, and analyzing, reporting and applying service data to improve client outcomes and participating in **CFCE's** quality improvement and evaluation requirements.

D. Competency Assessment: Competency assessment for staff, students and volunteers who work in the same capacity as staff providing care, treatment and services is based on the following:

- Populations served;
- Defined competencies;
- Defined competencies to be assessed;



The Center for Family and Child Enrichment
"Cherishing Our Children Since 1977"
Operational Policies and Procedures

Policy #: 166

Section: Administrative

**Subject: Training, Ongoing Education,
supervision and Consultation**

- Defined competencies that need to be assessed and reassessed on an ongoing basis, based on techniques, procedures, technology, equipment or skills needed to provide care, treatment and services;
- Defined timeframe for how often competency assessments are performed for each person in accordance with law and regulation;
- Assessment Method (appropriate to determine the skill being assessed);
- Individuals who assess competency are qualified to do so;
- The competency assessment described is implemented;
- When improvement activities lead to a determination that a person with performance problems is unable or unwilling to improve, the organization modifies the person's assignment or takes other appropriate action;
- Providers who are not LIP's receive case or clinical supervision for the care, treatment and service modalities they provide; and
- The need for supervision as well as scope and depth of that supervision is related to age, needs of the populations served and staff experience.

E. Performance Evaluation: The organization periodically conducts performance evaluations. Performance is evaluated as an ongoing process for providing positive and negative feedback to staff, students and volunteers who work in the same capacity as staff providing care, treatment and services. Formal performance evaluation can be conducted concurrently with competence assessment or can be completed at a separate time.

- The organization conducts performance evaluations periodically at the timeframes identified by the organization.
- Performance is evaluated based on the performance expectations described in the job description or defined in delineated clinical responsibilities.