 reconciling the needs of children and families

Time Management

Knowledge:
K1. The trainee will be able to identify and describe three time management strategies that he or she can employ in the workplace.

K2. The trainee will be able to identify at least two barriers to effective time management and at least two strategies for overcoming these barriers.

Skills:
S1. Using a vignette, the trainee will be able to demonstrate an ability to prioritize and allot time to tasks effectively, taking into consideration child safety, permanency, engagement, child and family needs, legal requirements, and court deadlines.

Values:
V1. The trainee will value effective time management as a tool for providing quality child welfare services and as a stress management technique.

V2. The trainee will value supervision as a resource for consultation about workload issues, caseload management, and the setting of priorities.

V3. The trainee will value the prioritization of caseload tasks to optimize child safety.

V4. The trainee will value keeping track of and meeting deadlines.
Stress Management

Knowledge:
K1. The trainee will be able to identify the physiological and emotional signs of stress

K2. The trainee will be able to identify stressors which contribute to overall stress including:
   a. Readily apparent stressors (e.g. families in crises);
   b. Subtle or hidden stressors (e.g., misunderstanding agency goals);
   c. Positive stressors (e.g. a requested change in assignment); and
   d. Negative stressors (e.g., working with limited resources).

K3. The trainee will be able to recognize the common origins and consequences of work-related stress in the field of public child welfare

K4. The trainee will be able to describe how vicarious trauma, secondary traumatic stress and other forms of stress contribute to burnout and ineffectiveness.

K5. The trainee will be able to identify strategies for coping with stress.

Skills:
S1. Given a case scenario, the trainee will be able to create a daily stress-reduction plan using self-care techniques.

Values:
V1. The trainee will value maintaining his or her mental and physical health and the use of self-care and stress management techniques as part of the provision of quality child welfare services.

Social Worker Safety

Knowledge:
K1. The trainee will be able to identify at least three possible signs of danger, taking signals from the family, the environment, and from themselves, while working as a child welfare worker.

K2. The trainee will be able to identify at least three methods of avoiding or mitigating danger as a means of maintaining personal safety and increasing capacity to focus on the family.

K3. The trainee will be able to describe common family dynamics that can contribute to a crises.
K4. The trainee will be able to explain when and how to terminate an interview due to safety concerns.

K5. The trainee will be able to describe effective communication skills that can be used to defuse or successfully prevent violent outbursts, including:
   a. Acknowledging the power differential that exists;
   b. Using neutral language and avoiding passing judgment;
   c. Expressing empathy with family members’ situations and feelings;
   d. Describing family members in ways that let them know they are valued partners

K6. The trainee will be able to describe the role of the supervisor in maintaining social worker safety, including:
   a. Consulting with the social worker about his or her safety;
   b. Providing information about county agency policies concerning child welfare social worker safety.

K7. The trainee will be able to describe how to leave a dangerous situation swiftly.

K8. The trainee will be able to recognize the differences between ‘awareness’ and ‘hyper-vigilance.’

Skills:
S1. Given a case example or scenario, the trainee will be able to demonstrate the steps necessary for preparation for a home visit with personal safety in mind, including determining risk factors, being well informed about the case information, and knowing the geographic area.

S2. Given a case scenario or role play, the trainee will be able to demonstrate communication skills for identifying and defusing potentially dangerous situations. (Optional: Depends on length of training day/module.)

Values:
V1. The trainee will value maintaining his or her own safety and seeking to avoid knowingly putting him-or herself in danger.

V2. The trainee will value the use of verbal and nonverbal communication skills which reduce the risk of hostility and increase child welfare social worker safety.

V3. The trainee will value recognizing and acknowledging internal reactions as a possible signal that a threat is present.

V4. The trainee will value consideration of cultural differences when making assessments related to social worker safety.
Course Outline

1. Introduction
   - Welcome and introductions
   - Review of learning objectives
   - Review of agenda

2. Social Worker Safety
   - Signs of danger; the value of maintaining one’s own safety and seeking to avoid knowingly putting one’s self in danger; the value of recognizing one’s own internal reactions as a signal that a threat is present
   - Methods of avoiding danger
   - Common Family Dynamics that can contribute to a crises
   - How to terminate an interview due to safety concerns
   - Effective communication skills that can be used to defuse or prevent violent outburst; the value of verbal and non-verbal communication skills which reduce hostility and increase safety
   - The role of the supervisor in maintaining social worker safety
   - How to leave a dangerous situation swiftly
   - Recognizing the difference between ‘awareness’ and ‘hyper-vigilance’
   - Necessary steps for preparing for a home visit with personal safety in mind
   - Communication skills for identifying and defusing potentially dangerous situations (Optional, time permitting)
   - The value of consideration of cultural differences when making assessments related to social worker safety

3. Time Management
   - Time management strategies in the workplace
   - Barriers to effective time management and strategies for overcoming them
   - Prioritizing tasks to optimize child safety
   - The value of effective time management as a tool for providing quality child welfare services and as a stress management technique
   - The value of supervision as a resource for consulting about workload issues, caseload management, and setting priorities
   - The value of tracking and meeting deadlines

4. Stress Management
   - The physiological and emotional signs of stress
   - Stressors which contribute to overall stress
   - Origins and consequences of work-related stress in child welfare
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- Vicarious trauma, secondary trauma and other forms of stress
- Strategies for coping with stress
- How to develop a daily stress-reduction plan
- The value of maintaining one’s own physical and mental health

7. Closure
- Questions and Answers
- Trainee Satisfaction Survey