Direct Service Worker Training 2017

Direct Service Worker training is professional development opportunities for frontline workers in all areas of social services and community work. Professionals such as Mental Health Support Workers, Respite Workers, Residential Support Workers, Disability Support Workers, Peer Support Workers, would all benefit from this training. Training locations and other logistics will be provided upon registration. Visit www.sararielinc.com or contact SRI Manager of Training for registration forms. Dates may change with notice.

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1   *Welcome to the Job: Understanding Community Based Service Systems***

**Pre-Requisite for all remaining modules.

This 3-day module is designed to help workers understand the twelve (12) foundational practice norms and learn how to navigate the complex systems in which they work. We will explore the Direct Service Worker's roles vis-a-vis the various programs they encounter in their work and help workers to understand the key foundational practice norms, theories and challenges inherent in their work. We will also focus on the importance of interagency collaboration and provide an overview of the key programs designed to address key service recipient issues/goals. Finally, we will provide an introduction to the advocacy role for the DSW and how to effectively advocate on behalf of and with agency clientele.

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2   *Foundational Practice Principles: Behaving Professionally & Ethically*

This 3-day module is designed to provide tangible practice opportunities to put the 12 foundational practice norms into practice on the job. We will explore our understanding of our values and how these may support/conflict with key practice values. In addition, we will practice how to manage common ethical dilemmas through the application of the IDEA ethical decision making framework. We will explore how to effectively and professionally operationalize ethical practice in the area of ensuring confidentiality & privacy, promoting self-determination and empowering the service recipients, maintaining effective professional boundaries and resisting the use of oppressive practices in service delivery with vulnerable service recipients. Making a commitment to ongoing professional development will be emphasized throughout the training.

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3 — Our Pathways to Cultural Fluency

This 3-day module is a journey to explore, understand and deconstruct our understanding of ourselves as diverse people influenced by who and what we are culturally. We will also explore the complex socialization process that results in our present-day system of oppression – where some people have access to privilege and others do not. This training is designed to be an important first step in understanding (a) the important role that culture and cultural awareness plays in our work, (b) how our understanding of cultural identities are developed (through the cycle of socialization), and (c) how this cycle leads to individual, cultural and systematic oppression and marginalization in our society.

4 — How do I bring "me" to the job? Self- Awareness Expanded

**Pre-requisite for Modules 5,7,8

This 3-day module expands on the previous modules and delves deeper into the "relationship focused" foundational practice norm by exploring who workers are as a person AND as a helping professional. We will conduct many self-awareness surveys and activities to help participants deconstruct their communication, conflict response, and problem solving styles as a pre-requisite to understanding how these different styles impact their ability to work with others – service recipients, colleagues and collaterals. We will provide participants with a template on how to flex/adapt their own style to work effectively with others. Finally, we will explore how we can build trusting relationships through the ethical use of conflict management and resolution strategies.

| 5 | *Observation & Documentation* | 6 | *Effectively Engaging People in the Casework Relationship: Foundation for Practice* |

Pre-Requisite for Modules 7 & 8

Documentation is an essential part of DSW services. Although recording is not an activity that is approached with enthusiasm by many practitioners, most recognise its importance. This 2-day module expands on the previous modules and delves deeper into the "evidence based and accountability" foundational practice norms by exploring how to effectively observe relevant data to incorporate into our case documentation. We will also explore how to maintain accountable documentation on behalf of the service recipient, agency, agency funders and community at large. Finally, we will explore some of the common barriers to effective observation and documentation and practice how to complete case documentation in a clear, concise and organized manner.

This 3-day module presents the key concepts of engagement and rapport-building between the direct service worker and service recipients. Participants will explore the key characteristics of an effective, authentic helping relationship and how to understand service recipient resistance and the power issues inherent in the helping relationship; with an emphasis on how to work effectively with target populations who have typically been oppressed and marginalized. Participants will be introduced to interviewing strategies, which promote the engagement process by learning how to work through conflict using strength-based and motivational interviewing techniques. Participants also explore their role in the change process, motivating service recipients, as well as addressing cultural issues in the helping relationship.

7	*Effective Assessment Skills & Strategies for Helping*	8	*Person Centred Case Planning & Interventions*
	This 3-day module establishes the process of assessment as the fundamental and critical prerequisite for all case decision-making. Seven steps of critical thinking are applied to assessments at the point of referral, intake, case planning, service provision and case evaluation/review. Participants learn the complexity of conducting thorough and accurate assessments and the important factors to look for and how to understand these factors and their impact on the service recipient's life. Participants receive instruction observation and information-gathering strategies for completing holistic, strength and evidence-based wellness assessment including safety and risk assessments using an interpersonal, systematic wellness framework		This 3-day module will include critical thinking skills, steps of effective case planning, writing SMART case plans, engaging the service recipient and his/her support system in the case planning process, cultural issues in case planning, and assessing and motivating the service recipient for change. It will also help define the case management role and help the worker develop skills in a) advocating on behalf of service recipients without taking over, b) empowering the service recipient to self-advocate, and c) linking service recipients to key services and resources. Effective case management review/monitoring practices will also be reinforced. Finally, workers will have the opportunity to practice case planning skills in developing safety and wellness strengths & needs case plans

9	*Promoting Inclusive Community Living*

This final 3-day module will provide the opportunity to consolidate the learning from the other 8 modules. It will expand on our theoretical and practical understanding social inclusion, how it differs from exclusion, segregation and integration, and some of the barriers to and factors that enhance social inclusion for vulnerable peoples in our community. We will explore the key social inclusion practice principles by enhancing our skill development in the areas of: (a) using relationship-centred practice to empower service recipients to be autonomous, to take responsibility, to deal with the stigma of being labeled and to develop his/her own natural support system in the community, (b) putting the cycle of liberation into action to promote inclusive living and to support client self-advocacy, (c) putting communication and conflict management skills into action, and (d) adopting a community-based, service-delivery approach in developing a holistic range of supports for all aspects of community living and involvement from physical, medical, intellectual, spiritual, interpersonal, employment, etc. Finally, we will explore some of the challenges of working within a social inclusion framework; particularly as it relates to risk management.