

# **Family Support Supervisor Career Pathway Requirements**

## **New Employee Training Requirements**

(Complete only if hired from outside the agency. Course is offered web based after a virtual meeting with the Regional Learning Specialist.)

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- ☐ Introduction to Community Based Services

## **DCBS Web Based Components via TRIS**

Must be completed within the first six months of being hired when new, unless otherwise noted.

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- ☐ Americans with Disabilities Act
- ☐ Civil Rights Review WBT (required annually)
- ☐ Continuous Quality Improvement (CQI) Overview
- ☐ Customer Service and De-Escalation Module 1: Leveling Up Customer Service
- ☐ Customer Service and De-Escalation Module 3: Giving Your Colleagues Your Best Customer Service
- ☐ Domestic Violence: Basic WBT
- ☐ Domestic Violence: Biennial Continuing Education WBT (required every two years)
- ☐ Elder Abuse: Continuing Education WBT (required every two years)
- ☐ Elder Abuse: Initial Course WBT
- ☐ Equal Employment Opportunity (required every two years)
- ☐ Kinship Care: Navigator Overview
- ☐ Practicing Self-Care
- ☐ Preventing Disease Transmission (required annually)
- ☐ Providing Language Access to Limited English Proficient Persons
- ☐ Random Moment Sampling
- ☐ Responding to the Impact of Implicit Bias
  - Understanding Cultural Differences and Implicit Bias (pre-work for above course)
- ☐ Understanding Human Trafficking
- ☐ Understanding Poverty and Barriers to Self-Sufficiency
- ☐ Using Narcan Nasal Spray for Opioid Overdose Emergencies (required annually)

## **Family Support Supervisor Series**

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- ☐ Introduction to Supervision
- ☐ Family Support Supervision (trainer led, virtual) \*
- ☐ Worker Portal: Navigating the Quality Assurance Module for Case Reviews
- ☐ Worker Portal Functions for SRAAs and Supervisors

## **Other Required Trainings**

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- ☐ Customer Service and De-Escalation Module 2: Managing Difficult Interactions and Service Recovery ^^

**\*Prerequisites are necessary for this course. They will be sent automatically once enrollment is approved via TRIS.**

**^^Course trained by DCBS Service Regions**

**\*OHRM Requirements will be on a separate plan.**