



Ain't It Hard Keeping It So Hardcore? The Difference Between Holding Wraparound Expectations and Coaching Skill

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Objectives

Recognize

Participants will recognize the importance supervisory oversight and supportive coaching plays in getting quality practice and differentiating between the two.

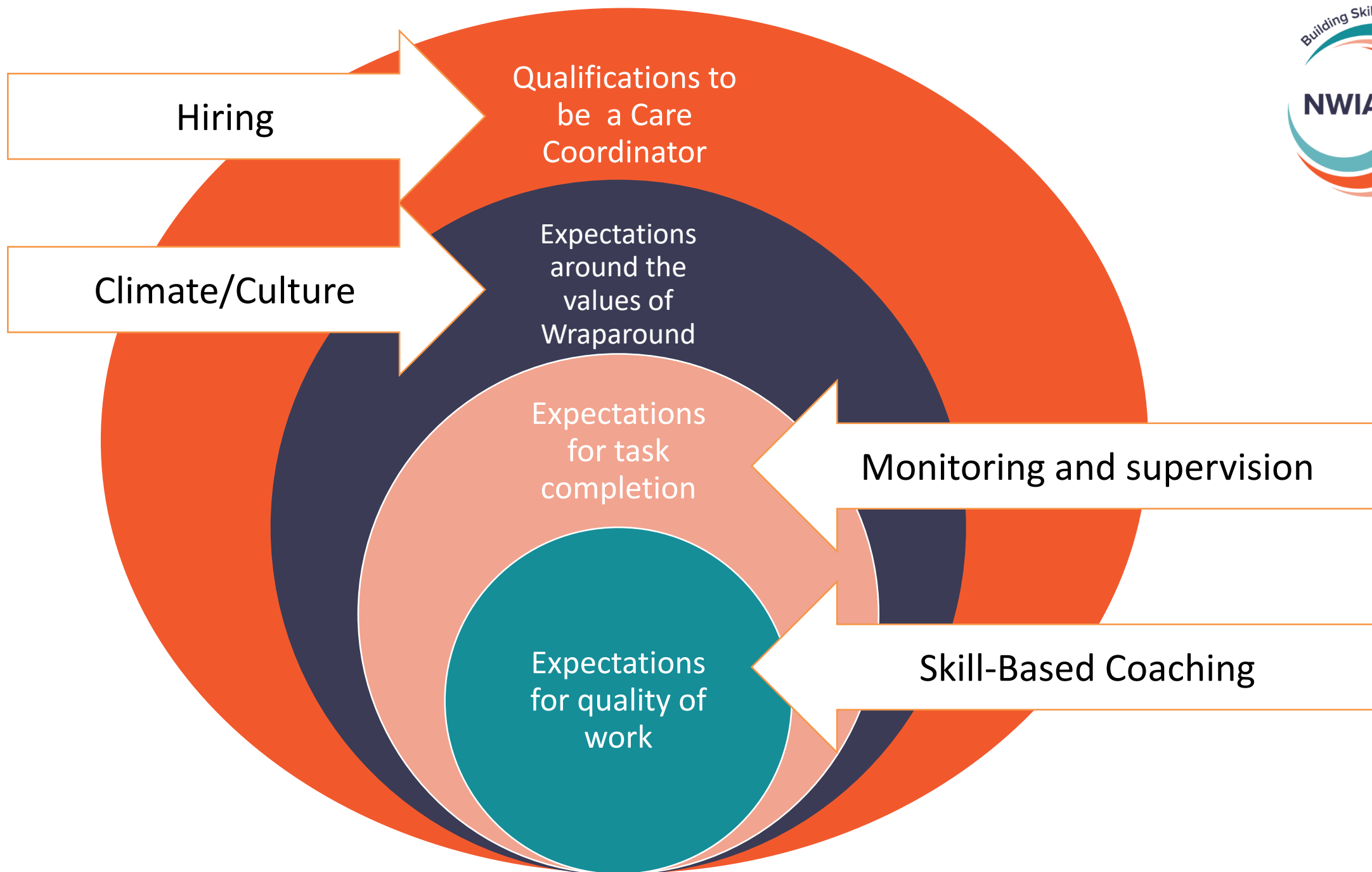
Learn

Participants will learn the expectations that should be held to all Care Coordinators when they start partnering with families in Wraparound.

Develop

Participants will develop techniques for ensuring Care Coordinators complete their tasks in a timely and quality manner.





Qualifications to get in the door

- Wraparound Care Coordinators must possess a minimum of B.A or B.S. degree in social work, psychology or related field with extensive experience in human services.
- Experience can be substituted for education.
- Ability to create effective relationships with individuals of different cultural beliefs and lifestyles.
- Effective verbal and written communication skills.
- Strong interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to analyze complex information, and to define and solve problems.
- Ability to work effectively in a team environment.



Expectations
around
behavior to
uphold values

Your character
is built by your
non-negotiables

Arena  Mozyla



Layout the
Basic
Expectations



Holding Staff Accountable

The Expectation Rule –Have the expectations around timeliness and quality been laid out?

The Skill Verification Rule-Has training been provided to carry out the activity and has that person been observed to have the skills to carry it out on their own?

The Accountability Rule –Is there transparent and consistent oversight of the task to ensure it is being done in a quality and timely manner?

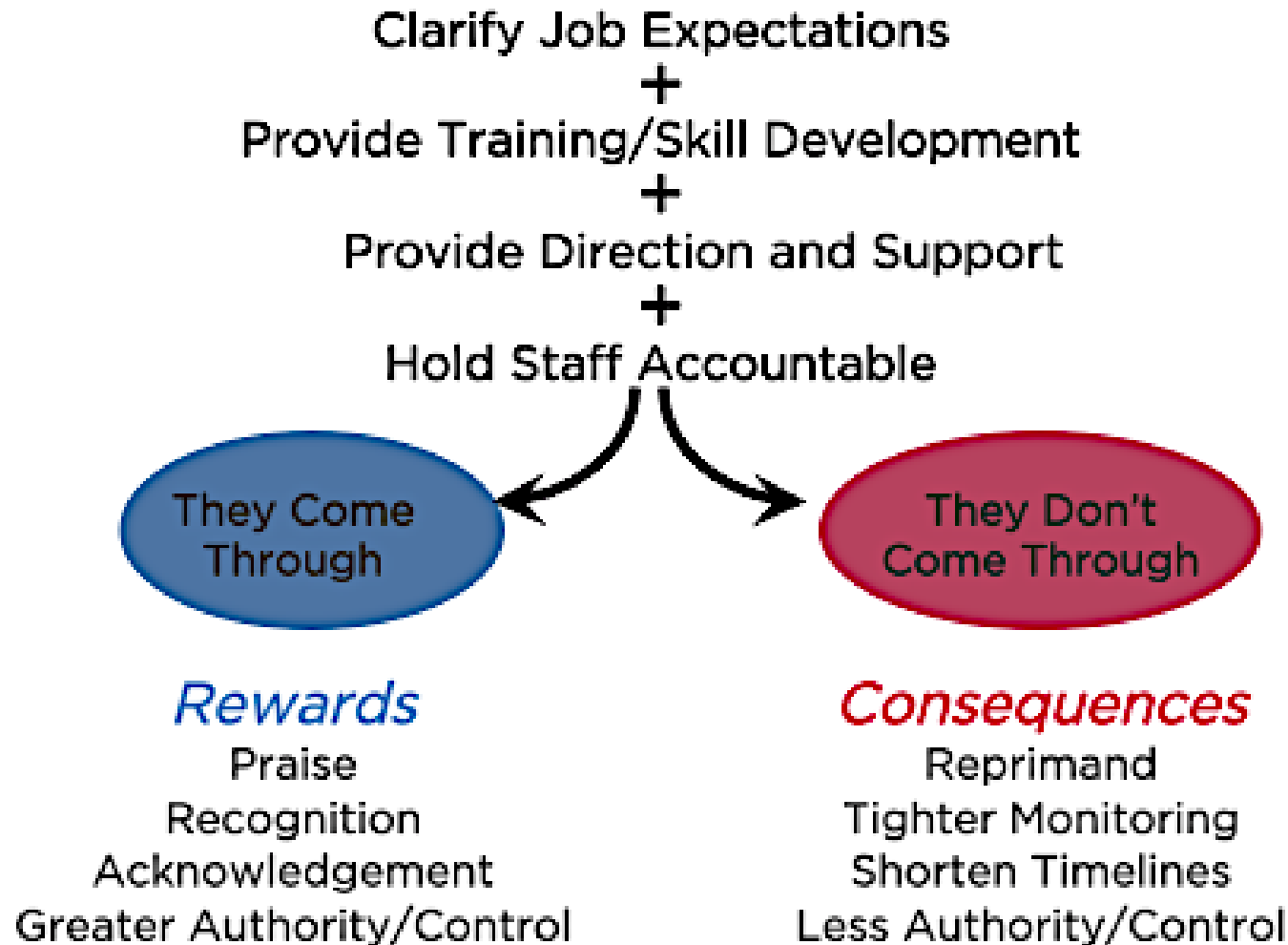
Direction, Support and Oversight

- Overtly track task completion
- If there are barriers, get input from the Care Coordinators on how to overcome them while still maintaining the expectation
- Let peers learn from one another
- Check your “weather”
- Lean into push back
- Use natural rewards and consequences



DECIDE.
COMMIT.
SUCCEED.

The Supervisory Process



ROBERT FROST



WENT THIS WAY

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