SUPERVISOR TRAINING PROJECT

Ohio
Interview with Sandy Parker, Training Manager, Institute for Human Services
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Supervisor Requirements
In order to become a supervisor in Ohio, one must meet the requirements of the county Childrens Services agency in which one is applying. Many counties now require a Master’s Degree, preferably in social work or a related subject; some counties require social work licensure. Currently, there is no statewide mandate requiring a minimum number of years of experience.

The Ohio Administrative Code states that all Public Children Services Agency (PCSA) Supervisors must receive 60 hours of Supervisory CORE training during their first year of employment and 12 hours of domestic violence training within the first two years of assuming the position. Following completion of the CORE training, all PCSA supervisors must complete a minimum of 30 hours of in-service training annually.

Pre-service Training
Ohio conducts Supervisor CORE training, designed by the Ohio Child Welfare Training Program (OCWTP) for all new supervisors. The CORE training includes the foundational skills, including both administrative and clinical, needed by supervisors during their first year. The training is competency-based and contains six 12-hr training modules. The content is presented in the form of lecture, group participation, and small group activity and worksheets. There is also one learning lab. Each module builds on the skills and information learned in the previous modules. Many modules also have pre-training activities which supervisors are encouraged to complete prior to attending the workshop, and post-training assignments designed to promote transfer of learning back on the job.

- Module I: Casework Supervision
- Module II: Leadership in Child Welfare
- Module III: Communication, Conflict and Change
- Module IV: Improving Individual Staff Performance
- Module V: Professional Development of Staff
- Module VI: Collaboration and Teamwork

The curriculum is trained by certified trainers, who have completed a Train the Trainer course. Most trainers have previous child welfare experience, as well as some supervisory or management experience. All trainers are periodically reviewed by OCWTP through classroom observation and material reviews and are evaluated by all trainees. The trainer certification and evaluation processes are in place to ensure that training is effective, content is accurate, and sources are current.
Many county directors have requested that their non-casework supervisors also attend the CORE training. In order to accommodate these supervisors, the OCWTP has placed all training specific to casework supervision in Module I; thus non-casework supervisors do not need to attend that module.

Any states interested in learning more about Ohio’s Supervisor CORE Training curriculum can contact The Institute for Human Services (614-251-6000), or Sandy Parker (sparker@ihs-trainet.com). Ohio has worked with several states to adapt this curriculum to individual state needs.

The OCWTP also offers an online Supervisor Readiness Program designed to prepare new supervisors for meeting their specific job responsibilities. The program addresses a number of supervisor issues and can be individualized according to the needs of the supervisor and/or, agency. The program includes a checklist of the topic areas, readings, worksheets, activities, and other resources. A coach is also available at the request of the agency and/or Regional Training Centers (RTCs) to work with the new supervisor on the job readiness activities.

**Ongoing Training**
A variety of Specialized and Related training topics are available for supervisors through Ohio’s RTCs). As with the CORE training, workshops and trainers must be approved by the OCWTP. Each RTC offers workshops on a quarterly basis, based on the needs or requests of their constituents. Most workshops are six hours in length and taught in the classroom. The Supervisor Specialized and Related trainings are competency-based.

*Specialized Training Competencies*

*Related Training Competencies*

Examples of some of the Specialized or Related training topics include:

- The Art of Listening and Confronting Conflict for Caseworkers and Supervisors
- Coaching Emotional Intelligence for Supervisors
- Cultural Competence for Supervisors
- Ethics, Confidentiality, Boundaries and Responsibilities
- Professional Ethics and Culture
- Keys to Developing a Professional Staff
- Coaching Staff for Effective Documentation
- The Art of Strategic Persuasion
- Managing Difficult Conversations
- So You Want to Be a Supervisor
- Your Role as a Managerial Supervisor

OCWTP collaborates with other agencies and organizations to address certain training topics, new initiatives, etc. Ohio child welfare staff may also attend training offered by outside public or private agencies, as approved through their respective agencies.
Professional Development
The Annual Public Child Welfare Association of Ohio (PCSAO) Conference is available to all supervisors and managers, as well as other child welfare staff. The conference provides workshops, panel discussions and networking opportunities. The OCWTP is considering hosting a Supervisor Reception at the 2013 conference to recognize supervisors and the important role they play in the child welfare system.

For the several years, two RTCs have hosted annual supervisor conferences. These conferences, offered primarily for supervisors within the training region, are also open to other supervisors across the state.

Supervisor Supports
The OCWTP has a Supervisor Work Team comprised of supervisors from across Ohio, training coordinators from some of the regions, and a few staff members from the Institute for Human Services (IHS). The supervisors have been instrumental in informing the OCWTP of supervisor training needs, barriers that make it difficult to attend training, and suggestions for ways to better support child welfare supervisors.

The OCWTP also publishes a quarterly supervisor newsletter, The Forum. Past issues have addressed such topics as: the supervisor’s role in staff transfer of learning, managing difficult staff, coaching, strategies for engaging staff, and supervisory tools available through the OCWTP.

Partnerships
The University Partnership Program (UPP) is a unique partnership among the Ohio Department of Job and Family Services, several of Ohio’s public universities’ schools of social work, the Public Children Services Association of Ohio, Ohio’s 88 public children services agencies (PCSAs), and the Ohio Child Welfare Training Program. The primary goal of the UPP is to provide Ohio’s PCSAs with well-prepared caseworkers who come to their jobs with a career commitment and a full understanding of the field of child welfare. Included in the curriculum is the Supervisor Readiness material which is used to help orient students to supervisory work.

Additional Information
The OCWTP is currently rolling out a new Learning Management System. The system will provide a formal process for workshop registration, tracking training participation, conducting Individual Training Needs Assessments, creating professional development plans, providing training certificates, etc.