

Principle Guidelines for Supervision and Consultation of SCCS Program Staff

The Specialized Crisis Counselor Service (SCCS) team is composed of two workers: the Specialized Crisis Counselor (SCC) and the Resource Linkage Coordinator (RLC). The Specialized Crisis Counselor has the clinical designation to provide crisis counseling services and is responsible for initial, on site decisions regarding survivor issues and referrals. The Resource Linkage Coordinator is responsible for linking survivor with referral services that will assist their process of hurricane recovery. There are Adult and Child Specialized Crisis Counselors and Resource Linkage Coordinators within each of the provider agencies of the Louisiana Spirit program.

Informed, competent, professional delivery of specialized crisis counseling services requires supervision by professionals with appropriate training. The SCCS program functions on a tiered supervision model. On the team level, the Specialized Crisis Counselor is the Supervisor and the Resource Linkage Coordinator is the Supervisee. On the agency level the identified SCCS lead is the Supervisor and the Specialized Crisis Counselor is the Supervisee. In the agencies with Area or Regional managers, those individuals can function as a Supervisor. On a State level, the lead SCCS Adult and Child Coordinators function as the Supervisor and the identified agency SCCS leads are the Supervisees. Additionally the Louisiana Spirit Practice Directorate at Louisiana State University Health Science Center (LSUHSC) functions as a consultant at the State, Agency and Team level. The ratio of supervisees to supervisor must be adequate to allow assessment of service delivery and competent supervision. Supervision is provided to guide informed, competent and professional delivery of SCCS; it is not provided as a means toward securing professional licensure.

Daily supervision will be available and scheduled supervision and/or training will be provided at a consistent time on a weekly basis. If an issue arises that requires additional advice or more intense review, the Supervisee will consult with the Supervisor at their level. The Resource Linkage Coordinator will consult with the Specialized Crisis Counselor. The Specialized Crisis Counselor will consult with the the Agency's SCCS lead. The lead Agency SCCS will consult with the State Adult or Child Coordinator. The State Adult and Child SCCS Coordinators will consult with the Practice Directorate and/or the clinical members of Louisiana Spirit's Executive Team. In non-emergency situations, these consultations occur in scheduled or as needed supervision sessions. In emergency situations, the individual seeking immediate guidance should utilize the same hierarchy of consultation as needed and should not wait for regularly scheduled consultation.

Specific forms will be utilized for recording and collecting information for the SCCS program. Training on the purpose, specific use and method of completion of these forms will be provided by Louisiana Spirit and the Practice Directorate at LSUHSC in consultation with UCLA, and the University of Oklahoma.

The guidelines listed below are intended as operational procedures for the SCCS program. The guidelines encompass and are related to supervision and ethical issues deemed necessary to provide maximum involvement and successful achievement in the delivery of services.

Supervisor Responsibilities:

Supervisor understands the Louisiana Spirit Program and assists supervisees in the practical application of the mission and goals of the program.

Supervisor helps supervisees ascertain when and whether a particular situation falls within the parameters of the CCP and the SCCS.

Supervisor understands state and federal laws regarding Duty to Warn and Mandatory Reporting of Child and Elder Abuse and Neglect that form a basis for guiding supervisee actions in protecting survivors.

Supervisor meets with supervisees on a regular, scheduled and consistent basis to address non-emergency situations or when needed.

Supervisor is respectful and non-judgmental in their interactions with supervisees and evaluates them fairly.

Supervisor gives supervisees appropriate feedback in order for them to learn and develop skills in working with survivors.

Supervisor facilitates a collaborative learning environment among supervisees that promotes competency and continuously improves their quality of work.

Supervisor empowers supervisee to express concerns, make decisions, and become an active participant in the supervisory process.

Supervisor helps supervisees focus on assisting survivors to improve their current condition and facilitate recovery.

Supervisor encourages holistic, developmentally appropriate, culturally sensitive practice by supervisees.

Supervisor sets clear boundaries between him/herself and the supervisees and helps supervisees set clear boundaries with survivors.

Supervisor avoids dual or multiple relationships with supervisees that create a risk of exploitation or potential harm to the supervisee.

Supervisor interacts with supervisees in a manner that facilitates reflection on actions, strategies, and techniques and that increases their problem-solving ability and confidence.

Supervisor teaches and models ethical and professional behaviors.

Supervisor assists supervisees to ensure a partnership with survivors in the decision making process. Interventions should be built on strengths and work toward mutually agreed methods and desired outcomes.

Supervisor identifies risk behaviors, understands how to respond and is able to convey this to supervisees.

Supervisor promotes the knowledge and skills required to effectively work with survivors from ethnically and culturally diverse populations.

Supervisor encourages and models self-care strategies.

General Supervisee Responsibilities:

Supervisee understands, describes and interprets the mission and goals of the Louisiana Spirit Program.

Supervisee identifies and responds appropriately to risk behaviors.

Supervisee recognizes diversity, shows respect and appreciation, listens and is non-judgmental.

Supervisee provides interventions which are developmentally appropriate and culturally sensitive

Supervisee follows all state and federal laws regarding Duty to Warn and Mandatory Reporting of Child and Elder Abuse and Neglect.

Supervisee demonstrates interpersonal and social skills, goal setting and decision making techniques and effective communication and advocacy skills.

Supervisee has reasonable access to and regularly utilizes stress management.

RLC & SCC Supervisee Responsibilities:

Supervisee reaches out to and involves the survivor in the collaboration of services needed to facilitate recovery.

Supervisee engages the survivor in the partnership decision making process that builds on survivor's strengths and understanding of a desired outcome.

Supervisee provides holistic interventions with specific goals for each visit

Supervisee focuses on helping the survivor with disaster related issues and improving their current condition.

Supervisee knows about the appropriate completion of required evaluation tool kit forms.

Confidentiality and Informed Communication:

At the outset, the Specialized Crisis Counselor will clearly advise the survivor of the nature of the confidentiality privilege and of the relevant exclusions such as reporting suspicions of child and/or elder abuse or neglect and danger to self or others.

Specialized Crisis Counselor will explain how confidential information will be managed.

Specialized Crisis Counselor will clarify the ways in which individual confidences will be managed when seeing more than one individual in a group or with legally dependent survivors.

Specialized Crisis Counselor will secure the informed consent and release of information of the survivor or survivor guardian in writing or as required by law.

Boundaries:

Specialized Crisis Counselor and Resource Linkage Coordinator will maintain appropriate boundaries in all professional relations.

Specialized Crisis Counselor and Resource Linkage Coordinator will be vigilant regarding any conduct that could impair objectivity and professional judgment.

Specialized Crisis Counselor and Resource Linkage Coordinator will be vigilant regarding any behavior that carries a risk and/or appearance of exploitation or potential harm the survivor.

Specialized Crisis Counselor and Resource Linkage Coordinator will recognize and avoid dual relationships when relating to a survivor in more than one context.

When to Seek Consultation:

Supervisee will seek consultation with a supervisor in emergency situations.

Supervisee will seek consultation when in doubt about how to proceed or the need is felt for additional guidance.

Supervisee will seek consultation when the survivor could benefit from a collaborative approach to services.

Specialized Crisis Counselor and Resource Linkage Coordinator will consult when there is a question about whether specific interventions fall within the scope of their roles in the SCCS program.

Survivor Access to Services:

The SCCS Program will make efforts to provide a safe, private place to meet that is easily accessible.

The SCCS Program will provide contact information for the survivor to access Louisiana Spirit services.

Referrals:

Resource Linkage Coordinator will provide the survivor with appropriate and timely referrals.

Resource Linkage Coordinator or Specialized Crisis Counselor will provide immediate linkage to services available in an emergency and make efforts to follow up to ensure that the contact has been made.

Professional Development:

At all levels, Supervisees and Supervisors will use self assessment, supervision and consultation with peer colleagues to enhance self development and growth.

At all levels, Supervisees and Supervisors will expand knowledge and skills through continued education and training.

Training Model Component:

The Training Model of the SCCS Program will consist of training sessions for the Specialized Crisis Counselors and the Resource Linkage Coordinators scheduled on a regular basis. These periodic conferences may be conducted via in-person or video conferences. The trainer of trainers' model may be implemented to foster a wider educational base of learning and to encourage peer teaching.

Training Topics (to include, but not limited to the following):

- Program Forms
- Ethical Dilemmas
- Setting Boundaries
- Mandatory Reporting
- Cultural Competence
- Transitional Services with Survivors
- Evaluation Process

Case studies, research materials and/or articles relative to the above listed topics are suggested methods of facilitating training to enhance staff development.