



A learning program for **supervisors and managers working in Child Welfare or Juvenile Justice.**

ABOUT

This series of Skill Refreshers highlights each of the coaching skills: presence and listening, reflecting/clarifying, questioning, feedback, and accountability. Learners practice each skill to gain proficiency and confidence in using the Coach Approach with their staff. Learners have the opportunity to engage in a variety of discussions, activities and practice sessions that promote and support mastery of the coaching skills. The Skill Refreshers constitute Phase I of the Advanced Coaching program. Completion of this series of five Skill Refreshers qualifies learners to move on to Phase II of the Advanced Coaching program. Before attending these trainings, learners must complete all prerequisites listed below.

BENEFITS

Learners will:

- Continue practicing the coaching skills.
- Receive in-the-moment feedback and support from facilitators.
- Increase their confidence and proficiency in using the coaching skills in their daily practice.

COMPONENTS

Once enrolled in each Skill Refresher, learners will complete:



An online pre-test.



A two-hour workshop (instructor-led or virtual).



An online post-test.



Completion of all components is necessary to receive a Certificate of Completion.

PREREQUISITES

Prior to starting this series, learners are required to have completed:

- All components of the Building Coaching Competency learning program (instructor-led or virtual) **or** the instructor-led Building Coaching Competency for Senior Administrators course.
- At least one course within the Building Coaching Competency: Coaching Collaboratives learning program (virtual or instructor-led).

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. Each Skill Refresher is 2 contact hours/0.2 CEUs. This series in total is 10 contact hours/1 CEU. CEU credit is contingent upon completion of all components.

REGISTRATION

Register for this course by logging in to [Cornerstone](#), browse for the course name and complete all information. For more information about the ACS Workforce Institute, please contact the Help Desk at WIhelpdesk@acs.nyc.gov or call (212) 748-1898.

ABOUT ACS WORKFORCE INSTITUTE

The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that supports child welfare and juvenile justice direct service staff and strengthens their skills as they support and strengthen New York City's families and children. Through partnership with the City University of New York (School of Professional Studies and the Hunter College Silberman School of Social Work), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff.

Visit our website at www.nycacstraining.org





A learning program for **supervisors and managers working in Child Welfare or Juvenile Justice, or anyone who has the responsibility to guide and continually improve the performance of direct service staff.**

ABOUT

This learning program provides learners with coaching skills and strategies aimed at creating a more collaborative, strengths-based culture. The first half of the instructor-led session supports learners in understanding the steps to successful coaching and applying the coaching skills in their supervisory roles. The second half of the session uses simulations to help identify coaching skills and practice incorporating them into everyday work. Learners are not required to have prior formal coaching experience or training. Follow-up coaching support to ensure effective implementation will be available. Before attending this virtual, instructor-led training, learners must complete an online pre-test and an eLearning module introducing the coaching skills, process and mindset.

BENEFITS

Learners will:

- Be trained to practice effective strategies to create a collaborative, strengths-based culture to support their staff.
- Be trained how to integrate coaching strategies into supervision to build confidence, boost morale and encourage critical thinking skills among staff members.
- Be introduced to skills and concepts that contribute to the long-term professional development of supervisors and staff.

COMPONENTS

Once enrolled in each Coaching Collaborative, learners will complete:



An online pre-test.



A 30-minute eLearning course.



A half-day, virtual, instructor-led workshop.



An online post-test.



Completion of all components is necessary to receive a Certificate of Completion.

PREREQUISITES

There are no prerequisites for this course.

CONTINUING EDUCATION UNITS

The New York City Administration for Children's Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0402. This course is 3.5 contact hours/0.35 CEUs. CEU credit is contingent upon completion of all course components.

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A learning program for **all staff working in Child Welfare who will be facilitating Family Team Conferences.**

ABOUT

This training informs facilitators of the changes in Family Team Conference (FTC) practice as embodied in the new Child Welfare Program's (CWP) Integrated Family Team Conference Model that will be used in ACS and Foster Care and Prevention agencies. This training discusses the goals of this model, what conferences will be facilitated by ACS, and how the model can result in a more integrated continuum of conferences. This training uses interactive scenarios and activities to reinforce core FTC components, such as the six-stage structure, safety and risk decision making, family engagement and management review. Before attending this instructor-led training, learners must complete all course prerequisites listed below.

BENEFITS

Learners will:

- Be made aware of the changes in FTC practice that will be used throughout the Child Welfare system in alignment with the new CWP Integrated Family Team Conference Model.
- Better understand the goals of this model and how it aligns with the integrated continuum of conferences.

COMPONENTS

Once enrolled in the course, learners will complete:



A four-day, instructor-led training.



Completion of all components is necessary to receive a Certificate of Completion.

PREREQUISITES

Prior to attending this course, participants are required to have completed the two-day Safety and Risk: Investigation, Synthesis and Investigation course offered by the ACS Workforce Institute or equivalent.

CONTINUING EDUCATION UNITS

There are no CEUs associated with this course.

REGISTRATION

Register for this course by logging in to [Cornerstone](#), browse for the course name and complete all information. For more information about the James Satterwhite Academy, please email JSARegistration@acs.nyc.gov.

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ABOUT JAMES SATTERWHITE ACADEMY

The ACS James Satterwhite Academy focuses on establishing the foundations of fundamental practices for newly hired direct service staff and supervisors. Founded in 1987, the James Satterwhite Academy, named for its first executive director, is a national leader in child welfare and juvenile justice training and professional development.

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