

## **STF TRAINING PLAN**

### **Support Care Professional**

#### **About Specialized Treatment Facility**

The mission of Specialized Treatment Facility is to promote and strengthen the mental health and the education of up to 48 adolescent males and females who are experiencing behavioral difficulties in their homes, schools, and communities. Employees are charged with the responsibility of promoting and strengthening the mental health of adolescents by exhibiting the core values that are at the heart of this mission: 1. Teamwork 2. Respect 3. Compassion 4. Integrity 5. Safety.

Specialized Treatment Facility employs Milieu Therapy as the foundation for the treatment of its residents. Milieu Therapy is a planned treatment environment in which everyday events and interactions are therapeutically designed for the purpose of enhancing social skills and building confidence. This therapy uses common structures familiar to all children, such as daily routines, consistent rules and activities. Support Care Professionals provide hands-on direct care to residents including supervision of activities, special monitoring/observations and assistance with behavior management and interventions, including the application of physical and/or mechanical restraints. They may also perform environment of care checks and transport residents to offsite appointments and field trips. The Support Care Professionals are immediately supervised by Support Care Supervisors for each shift.

#### **Summary of the Job**

Support Care Professionals (SCPs) are the third-level direct care position accountable for supervising the residents at STF. SCPs provide effective therapeutic and behavioral interactions/interventions: communication, redirection, de-escalation, behavior plans, etc. SCPs provide supervision to residents in all activities and across the campus as appropriate for the individual and the setting/activity to ensure safety and therapeutic goals are met.

#### **Responsibilities and Duties**

SCPs document daily on assigned residents on Daily Behavioral Observation and Progress Note forms. They adhere to Mississippi State, Mississippi Department of Mental Health, and STF policies and procedures while performing their job. SCPs participate in continuous learning. SCPs monitor residents in all areas of physical care and hygiene and maintain records. SCPs participate in activities with residents. SCPs prepare, give, and participate in instructional training. SCPs check and record 15-minute bed checks throughout an eight-hour shift. Residents must be visibly observed by staff at designated intervals to complete this check. This requires an average of 2 hours and 30 minutes of walking for each of the three staff. If there are fewer assigned staff in the unit, the average number of bed checks will be more per staff. SCPs care for a resident that is placed on special observations (1:1, suicide precaution, visual contact) which may require sitting for extended periods of a time.

General Housekeeping: Sweeping, dusting, mopping (pushing mop), including walking and may include moving away from walls furniture weighing up to 50 pounds in order to thoroughly clean area;; using 16-ounce or 24-ounce mop head requiring lifting of mop head; wiping windows and window sills (reaching with arms/overhead work/bending); wiping tables and chairs (chairs may weigh up to 20lbs); using machinery (high speed buffer, gripping with hands and wrist, using arms while pushing/pulling/walking).

Maintains certifications in Mandt (crisis intervention), CPR and first aid as required by STF. Maintains a valid driver license and liability insurance to be a driver of a state vehicle. All STF employees are responsible for reading, understanding, and adhering to all policies, protocols, and memorandums.

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Universal Precautions and Infection Control policies must be adhered to by all STF employees. Universal precautions were designed for doctors, nurses, patients, and healthcare workers who came into contact with patients and their bodily fluids. All healthcare workers are responsible for all aspects of care for the residents served at STF. Residential staff and nurses must abide by standard precautions which applies to the care of all residents, irrespective of their disease state. These precautions apply when there is a risk of potential exposure to (1) blood; (2) all body fluids, secretions, and excretions, except sweat, regardless of whether or not they contain visible blood; (3) non-intact skin; and (4) mucous membranes. This includes hand hygiene and personal protective equipment (PPE), with hand hygiene being the single most important means to prevent transmission of disease. Personal protective equipment serves as a barrier to protect the skin, mucous membranes, airway, and clothing. It includes gowns, gloves, masks, and face shields or goggles.

### **Minimum Qualifications**

**Support Care Professional II - \$24,024.34 annually.** Requires high school diploma or high school equivalency and 1 year of experience.

**Support Care Professional III - \$29,325.61 annually.** Requires 30 hours of college or university earned credits and 2 years of experience.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job-related physical requirements may be added on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Heavy Work:** May frequently exert force equivalent to lifting up to approximately 50 pounds and/or occasionally exert force equivalent to lifting up to approximately 100 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Depth Perception:** Ability to judge distance and space relationships so as to see objects where and as they actually are.

**Field of vision:** Ability to observe an area up or down, left or right while eyes are fixed on a given point.

**Accommodation:** Ability to adjust focus.

**Color Vision:** Ability to identify colors.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

**Smell:** Ability to use the sense of smell to recognize and distinguish odors.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to stand; walk; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; stoop, kneel, crouch, or bend. The incumbent is occasionally required to sit and climb or balance.

### **Levels of Knowledge for SCPS**

#### **Working Knowledge:**

**Resident Care:** Knowledge of how to provide care to residents by means of personal hygiene, first aid, and the monitoring of resident conditions.

**Resident Identification and Familiarization:** Is adaptive to an ever-changing population with the ability to cope with the loss of residents.

**Conflict Resolution:** Knowledge of physical and nonphysical behavioral interventions.

**Report Writing and Record Keeping:** Accurately maintain and document resident information on charts and reports.

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**Training and Instruction:** Provide instructional training to residents.

### **General Knowledge:**

**Integrity/Honesty:** Knowledge of high standards of integrity, trust, openness and respect for others. Knowledge of a sense of responsibility and commitment to the public trust through statements and actions. Knowledge of integrity by honoring commitments and promises, and maintaining necessary confidentiality. .

**Work Ethic:** Knowledge of how to conscientiously abide by the rules, regulations and procedures governing work. Knowledge of how to exhibit a strong work ethic by being productive, diligent, conscientious, timely, and loyal.

**Service Orientation:** Knowledge of how to seek to understand and meet and/or exceed the needs and expectations of residents. Knowledge of how to treat residents with respect, responding to requests in a professional manner, even in difficult circumstances. Knowledge of how to provide accurate and timely service. Knowledge of how to develop positive relationships with residents. Knowledge of a commitment to quality public service through statements and actions.

**Accountability:** Knowledge of how to be productive and carrying a fair share of the workload. Knowledge of accepting responsibility for actions and results. Knowledge to focus on quality and expend the necessary time and effort to achieve goals. Knowledge of loyalty to the job and the agency and how to be a good steward of state assets. Knowledge of how to deal effectively with pressure and how to recover quickly from setbacks. Knowledge of how to take ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job.

### **Thorough Knowledge:**

**Safety and Welfare of the Resident:** Knowledge of how to provide a safe environment for residents. Recognize situations that require the care worker to take urgent action.

**Policies and Procedures:** Knowledge of applicable policies and procedures.

**Legal Responsibility to Vulnerable Persons Act:** Knowledge of the program's policy on confidentiality. Abide by the procedures regarding the rights of the residents.

**Understanding Diagnosis:** Knowledge of the individuality of each resident. This includes the needs exhibited by the resident as well as the diagnosis of the individual served. Knowledge of how to modify milieu to address cognitive differences. Knowledge of recognizing and allowing for residents' cultural, ethnic and religious beliefs.

**Teamwork:** Communication is the key element for collaboration in a team. Knowing to look at the bigger picture. Knowing how to be flexible, adaptable, and open-minded.

### **Comprehensive Knowledge:**

**Self-Management Skills:** Knows how to maintain a positive attitude. Knows how to effectively manage emotions and impulses and appropriate balance between personal life and work. Knows how to treat all people with respect, courtesy, and consideration. Knows how to communicate effectively. Knows how to remain open to new ideas and approaches, and shows flexibility to complete job within defined parameters. Knows how to lead and follow. Knowledge of how to avoid conflicts of interest. Knows how to promote cooperation and teamwork.

**Interpersonal Skills:** Knows how to show understanding, courtesy, tact, empathy and concern; develops and maintains relationships. Knowledge of cross-cultural sensitivity and understanding. Knows how to identify and seek to solve problems and resolve conflict.

**Communication Skills:** Knows how to receive, attend to, interpret, and respond to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations. Knows how to provide thorough and accurate information. Knows how to ask questions for clarification and to ensure understanding. Knows how to express information to individuals or groups effectively while considering the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. Knows how to use active listening skills.

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**Self-Development:** Knows how to seek efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Knows how to develop and enhance skills to adapt to change organizational needs. Knows how to remain open to change and new information and ideas; adapt behavior or work methods in response to new information, change conditions, or unexpected obstacles. Knows how to apply all information, training, and resources to advance to the next level.

**Location of the Job:** Specialized Treatment Facility, 14426 James Bond Road, Gulfport, MS 39503

- **Length of Training** – The length of orientation will be six weekdays of eight-hour work days and a half hour lunch period for a total of eight and a half hours. Orientation will be held during the program's regular business hours of Monday through Friday, starting at 8:00am and ending at 4:30pm, with a half hour lunch, for a total of 8 hours. There will be six days of orientation, with training typically starting on the 1<sup>st</sup> or 16<sup>th</sup> of the month, or the first business day after the 1<sup>st</sup> or 16<sup>th</sup> if either day falls on a weekend or holiday. The Training Director will be the mentor in charge of ensuring all orientation training assigned is completed and tests are completed with passing scores, and skills are successfully performed for certification in CPR and Mandt.

**New Employee Orientation (schedule may be adjusted to accommodate business operations; however all topics will be covered)**

### **Week 1**

#### **Day 1**

- 8:00-8:15 Photos & ID Badges
- 8:15-8:45 I-9's/Signature Form/Emergency Contact Info
- 8:45-9:45 Ethics & Professionalism (Instruction and Test of knowledge)
- 9:45-11:30 Human Resources (MS State Employee Handbook, DMH Employee Handbook Addendum, ADA, Grievance, Drug Free Workplace)
- 11:30-12:00 Lunch
- 12:00-1:00 Facility Tour
- 1:15-2:15 Benefits
- 2:15-3:15 Time Clock/Payroll Procedures
- 3:15-4:30 Admissions/Records Management, Documentation (Instruction and Test of knowledge)

#### **Day 2**

- 8:00-11:00 Infection Control (video 18 min.)/HIV, AIDS, TB, STD's Universal Precautions (video 17 min.)/Seizure Disorders/Medication & Related Side Effects, Recognition & Prevention of Extra Pyramidal Syndrome/JC National Patient Safety Goals/Resident Safety, Special Monitoring/Body Audit Procedure/Vital Signs/Seclusion & Restraint Policy & Procedure (Instruction and Test of knowledge)
- 11:00-11:30 Performance Improvement (Instruction and Test of knowledge)
- 11:30-12:00 Lunch
- 12:00-1:45 IT Services (Instruction and Test of knowledge)
- 2:00-4:30 Alcohol & Drug/Suicide Policy & Procedure, Clinical Services Mental Illness Overview, Assessment & Diagnosis Professional Boundaries/ Therapeutic Communications/ Age Specific Competencies (Instruction and Test of knowledge)

#### **Day 3**

- 8:00-12:00 CPR/AED/ First Aid/ Relias Online Training (Instruction and Test of knowledge)
- 12:00-12:30 Lunch
- 12:30-4:30 Security Policy & Procedure/Emergency Safety Codes/Fire Prevention/Recognizing & Reporting Accidents & Incidents/Qualified Driver, Roadside

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Emergencies/Disaster Preparedness/Vulnerable Persons Act/Elopement Procedures  
Active Shooter (Instruction and Test of knowledge)

### **Day 4**

- 8:00-10:00 Resident Handbook, Unit Scheduling, Level & Point System, Supervision, Resident Rights & Resident Advocacy (Instruction and Test of knowledge)
- 10:15-12:00 Ethics/Confidentiality (video 24 min.)
- HIPAA Guidelines (video 17 min.) (Instruction and Test of knowledge)
- Diversity & Sensitivity (video 19 min.) (Instruction and Test of knowledge)
- Sexual/Workplace Harassment (MSPB slide presentation) (Instruction and Test of knowledge)
- 12:00-12:30 Lunch
- 12:45-4:30 On The Job Observation

### **Day 5**

- 8:00-4:30 Mandt – Lecture (Instruction and Test of knowledge)
- 11:00-11:30 Lunch

### **Week 2**

### **Day 6**

- 8:00-4:30 Mandt - Physical Skills (Instruction and Test of knowledge)
- 11:00-11:30 Lunch
- A Competency Assessment will be completed by the supervisor and staff within the first 90 days to ensure the Service Member is competent in all areas required for the skills to be performed for the job. Additional training will be provided as needed within the first 90 days to be competent in subject matter and skills to perform the job safely. (Competency Assessment Attached).
- **Type of Instructional Model** – Instructional settings are classroom settings with verbal, video, and hands on demonstrations for orientation. Online Relias In-Service trainings are assigned each month that must be completed within the month assigned. Written tests are provided after each class and module, along with physical hands-on skills assessments for CPR and Mandt.
- **Instructor Qualification (Mentorship)** – The Resident Living Director will assign a mentor in Resident Living depending on the shift worked to ensure training requirements are met.
- **Assessments** – Written exams are multiple choice and fill in the blanks for orientation training modules. In-services are computer assigned assessments with multiple choice-based questions and answers. Mandt and CPR require written exams and hands-on demonstrations to show the learner can demonstrate the skills needed to perform the lifesaving and de-escalation techniques, including proper application of personal and mechanical restraints. All ensure fair grading and/or evaluation of Service Members' performance during the Skillbridge training program.
- **Training Outcome** – Initial Mandt and CPR certifications will be attained during orientation. Mandt is provided for two days at eight hours each day to learn and demonstrate skills. After the initial orientation process, the Service Member should feel competent to enter the work area to observe and perform the tasks in the work areas assigned. A tenured staff member will then have the Service Member shadow them for the duration of the SkillBridge training program until full-time STF employment is attained and provided to the Service Member in a state PIN as a state worker.

**Training Objective:** Candid evaluations of the intern's performance will be held along with a very probable job offer. The intern should expect to understand exactly where his/her weak points are at this stage and where he/she would fit into the business. Potential salary and benefit packages will be discussed and projected for planning purposes.