Roles

Time Management

Recruit & Retain

Discussion

Priorities & Outcomes

Introductions

Stuck In The Middle?: Navigating the Demands and Responsibilities of Middle Management

Presented by: Cheryl Winter, MPH, LGSW & Niki Novak, LMFT, LPC

Purpose:

- Participants will learn strategies for setting priorities, measuring outcomes and communicating those priorities and outcomes with frontline staff they supervise and support

- Participants will gain tools for tailoring supervision to staff members' strengths and needs

- Participants will walk away knowing more about how to work through common executive team challenges including managing change, healthy communication and incorporating trauma-informed practices into organizational culture

- Participants will come away with a better understanding of common challenges and best practices in recruiting and retaining frontline staff
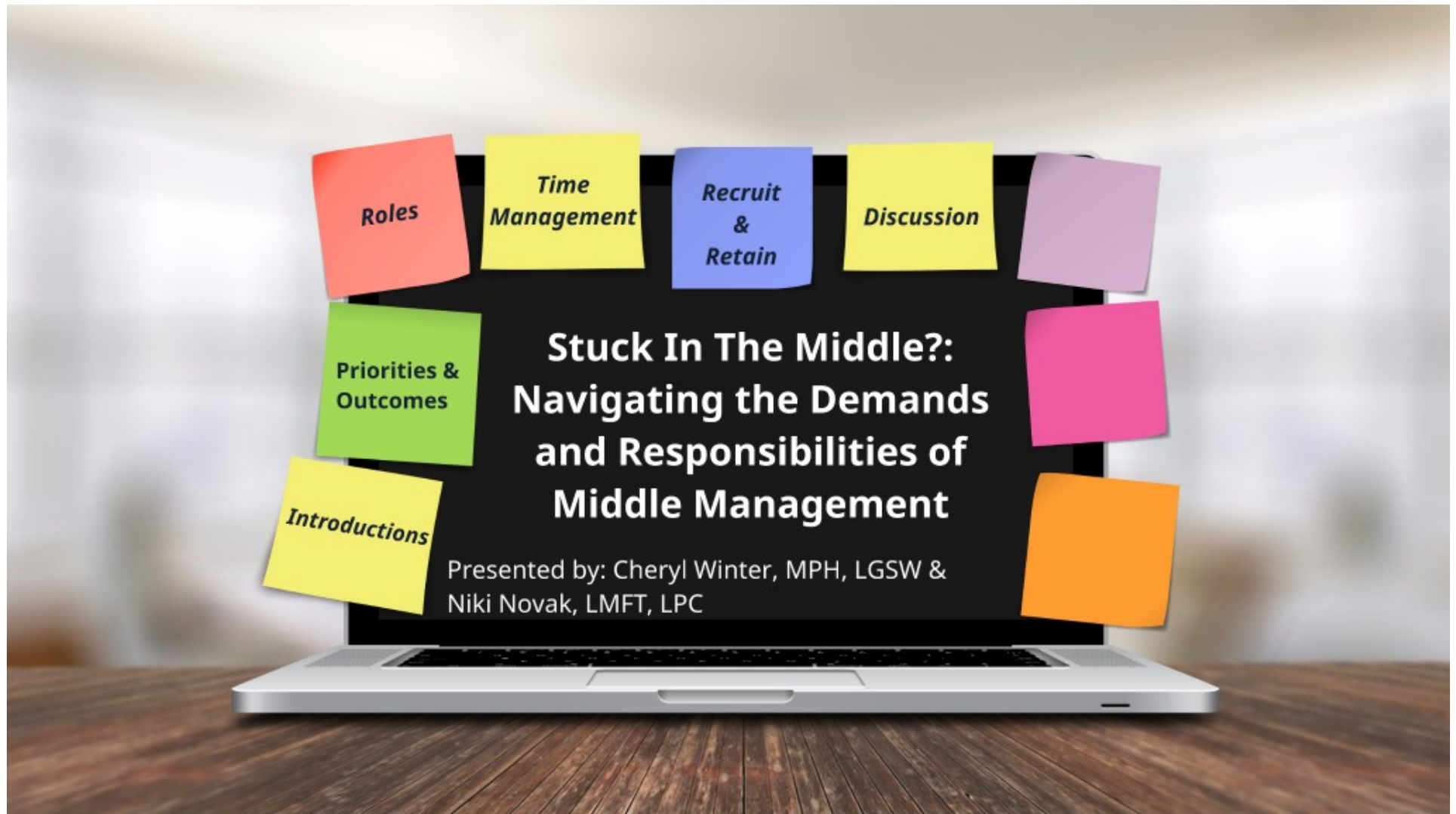
Your Presenters

Niki Novak, LMFT, LPC

Cheryl Winter, MPH, LGSW

Who's in the room?

Name, State, and Organization

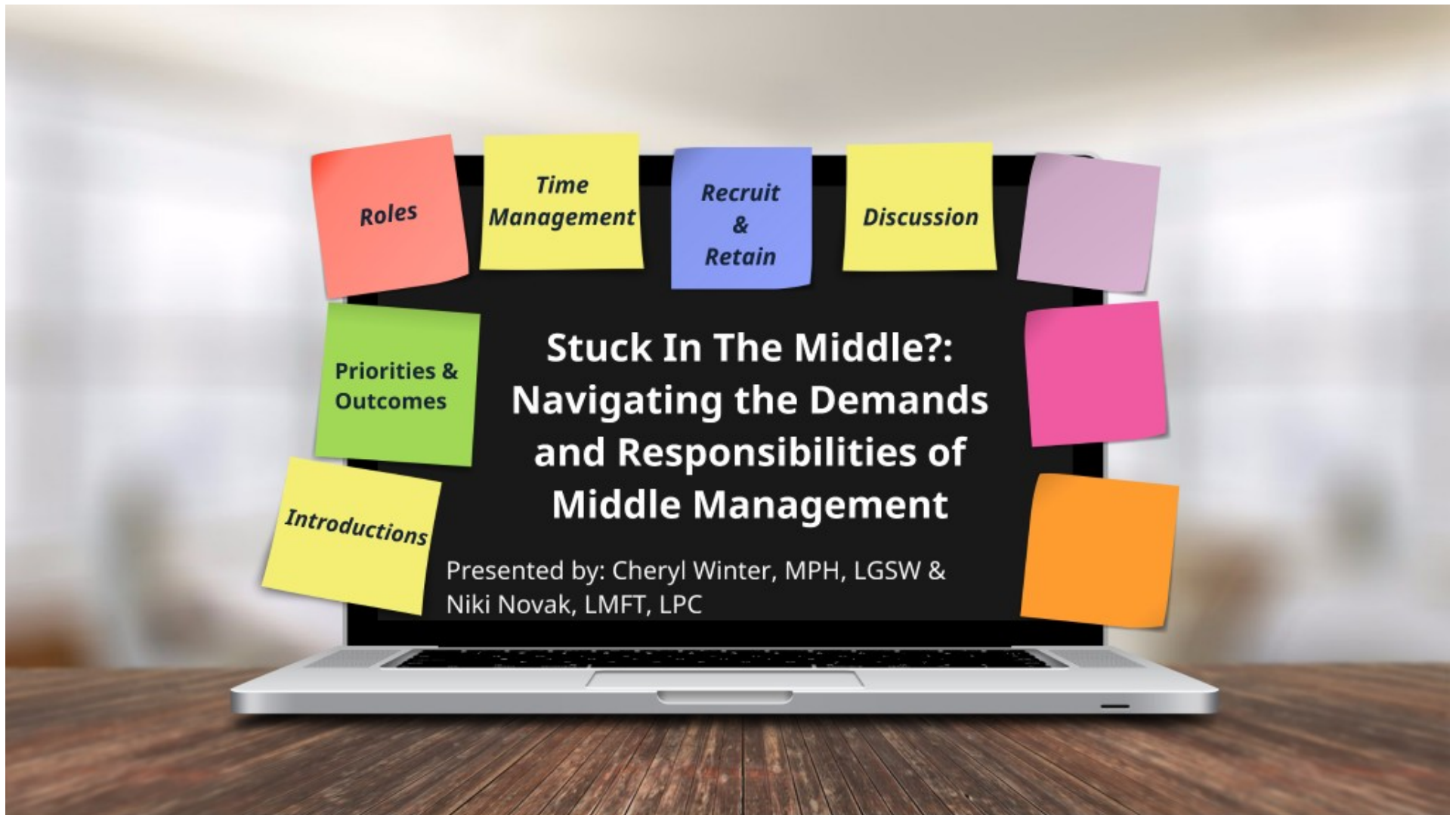# What gets in the way of setting priorities, measuring outcomes and communicating?
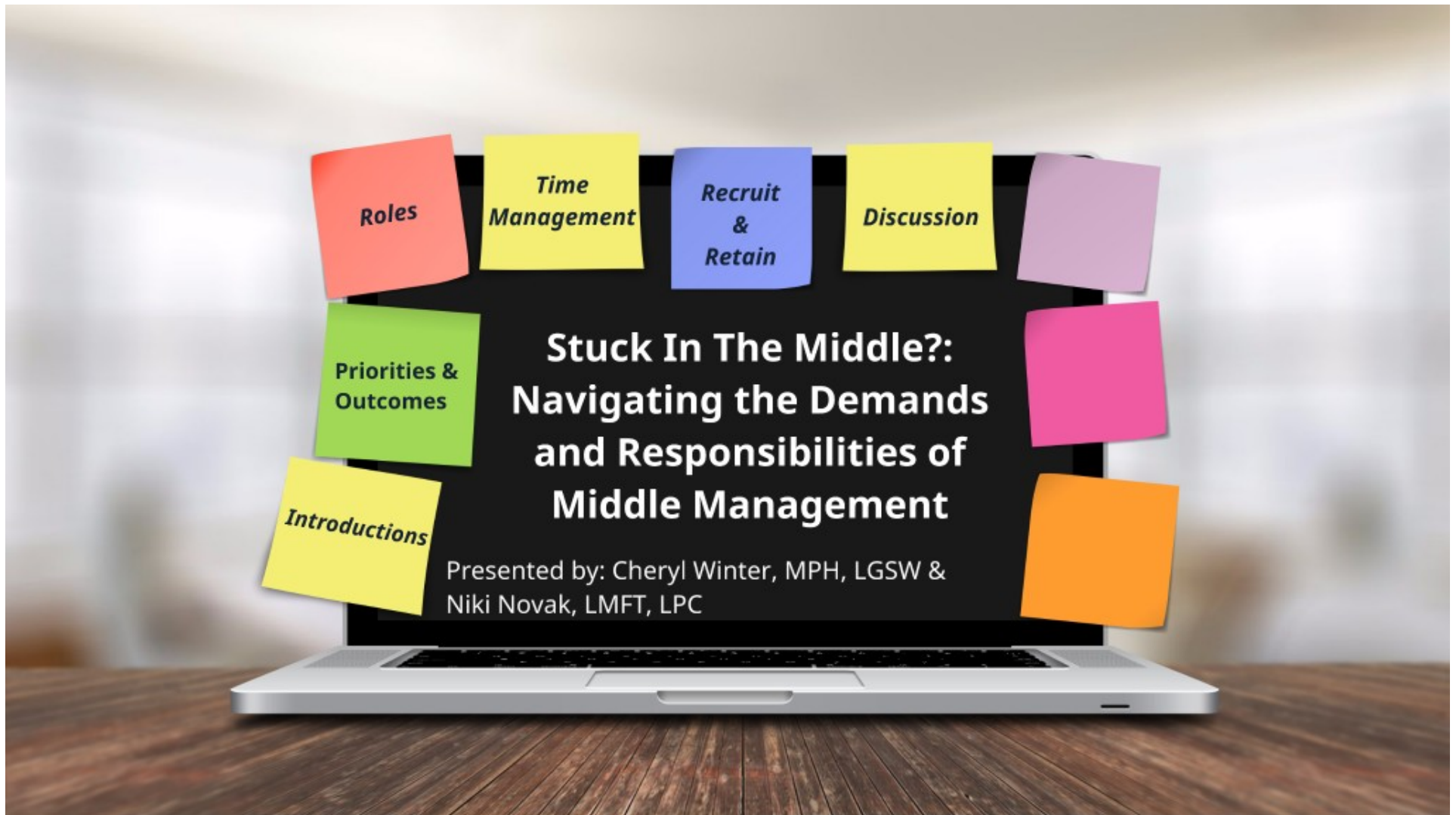
What are your roles/responsibilities as a middle manager?

- Clinical oversight
- Direct clinical practice
- Team/Staff managment

- Program operations
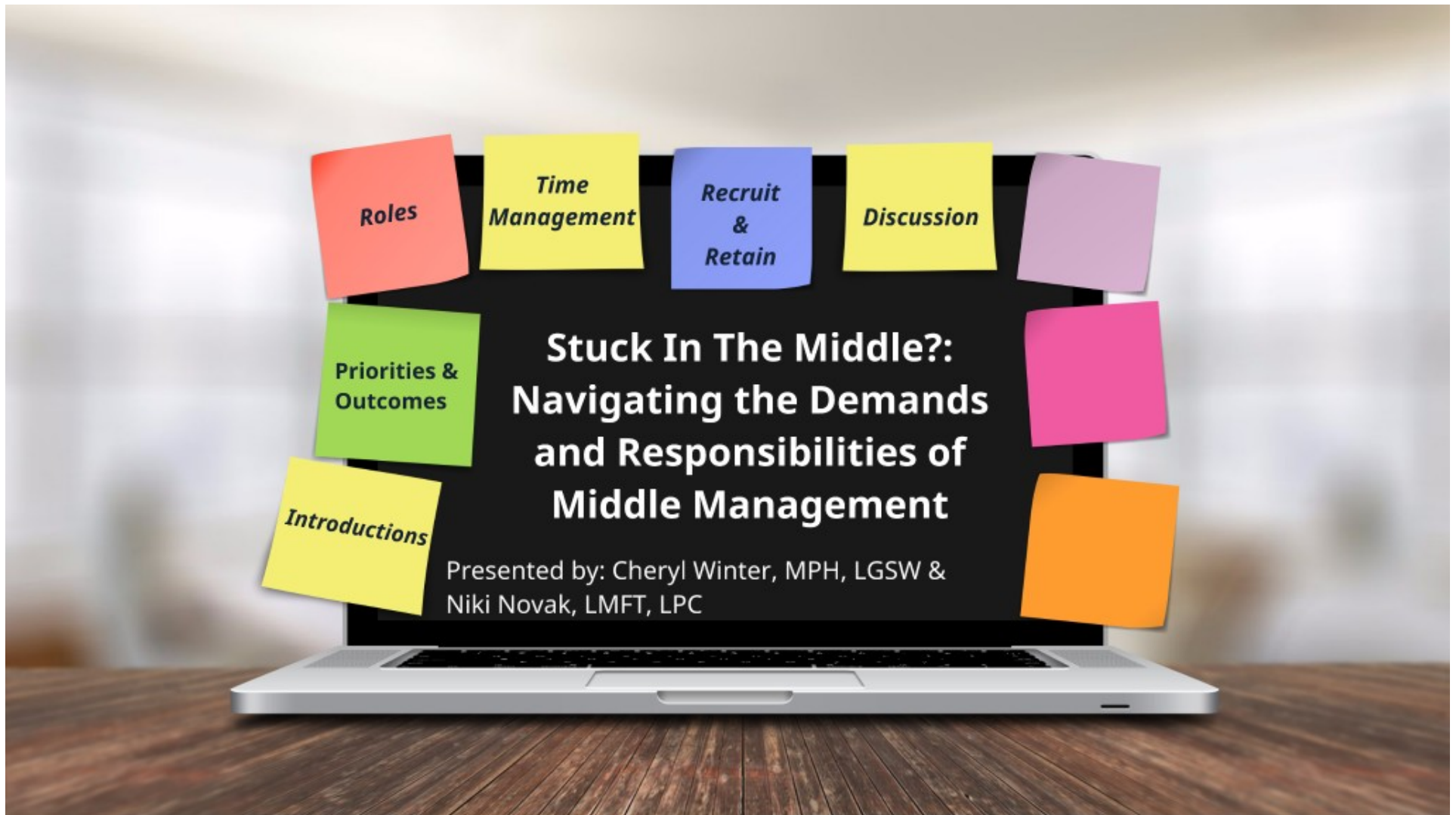- Community public relations
- Interagency communication

Check Lists & Tools

o Supervision Contract
o Supervision Check List
o Using OARS in Supervision
o Job Description Task List

Look for patterns

o Measuring outcomes
o Preventing & Managing crises

Challenges

o Low Pay/ Long Hours
o Lack of training
o Secondary Trauma
o High turnover
o Workforce shortage

Best Practices & Recruiting Tools

Workforce Specific
- Los Angeles MSW Recruitment Initiative
- Washington State addressing workforce pipeline

Agency Specific
- Job descriptions
- Shadowing home visits before and after hire
- Peers and clients involved in interview process
- Orientation/training checklist & schedule

Best Practices in Retaining Staff

- Regular supervision
- Adequate/diversified services funding
- Set goals and measure outcomes related to turnover
- Examine agency policies related to self-care
- Regular training on boundaries, trauma informed care, safety planning, and managing crisis
- Are you a trauma-informed organization?