

Frontline Supervisor Training Needs Survey

In your role as a Frontline Supervisor, please check the three areas in which you feel the greatest need for training. (Mark up to three)

- | | | | |
|--------------------------|--|--------------------------|--|
| <input type="checkbox"/> | 1. Staff Relations | <input type="checkbox"/> | 8. Maintenance |
| <input type="checkbox"/> | 2. Direct Support | <input type="checkbox"/> | 9. Health and Safety Issues |
| <input type="checkbox"/> | 3. Facilitating and Supporting Consumer Support Networks | <input type="checkbox"/> | 10. Financial Activities |
| <input type="checkbox"/> | 4. Program Planning and Monitoring | <input type="checkbox"/> | 11. Scheduling and Payroll |
| <input type="checkbox"/> | 5. Personnel Management | <input type="checkbox"/> | 12. Coordinating Vocational Supports |
| <input type="checkbox"/> | 6. Leading Training and Staff Development Activities | <input type="checkbox"/> | 13. Coordinating Policies, Procedures, and Rule Compliance |
| <input type="checkbox"/> | 7. Promoting Public Relations | <input type="checkbox"/> | 14. Office Work |

In each Competency Area, please check your top three training needs:

Competency Area 1

Staff Relations (mark up to three priorities)

- A. Communicate effectively and provide support and feedback to staff
- B. Encourage staff to try new and creative ideas
- C. Seek staff input and empower staff to make decisions
- D. Facilitate staff teamwork
- E. Counsel and support staff during conflicts
- F. Written communication with staff and facilitation of meetings
- G. High interest in roles and responsibilities of staff
- H. Encourage staff to maintain appropriate boundaries between personal and professional issues

Competency Area 2

Direct Support (mark up to three priorities)

- A. Use of appropriate mode of communication (i.e., sign language, gestures) with supported individuals
- B. Interact with supported individuals
- C. Assist supported individuals with daily living skills
- D. Assist supported individuals with planning daily activities
- E. Assist supported individuals with planning and participating in community events
- F. Support individuals in making and maintaining friends
- G. Ensure that living environments for individuals meet their style and needs
- H. Help individuals purchase household and personal supplies
- I. Help individuals obtain transportation
- J. Implement behavior support plans and defuse crisis situations
- K. Assist individuals in maintaining family relationships
- L. Teach and coach direct support personnel in achieving direct support competencies
- M. Identify and advocate for resources for staff and individuals
- N. Evaluate quality of supports to the individual

Competency Area 3

Facilitating and Supporting Consumer Support Networks (mark up to three priorities)

- A. Communicate with county case managers and other support agencies and team members
- B. Maintain contact with supported individual and their families, and support team members
- C. Network with other service agencies to exchange information
- D. Coordinate or assist in development of support services and new programs
- E. Facilitate supports for inclusion in community agencies such as the YMCA
- F. Help supported individual connect with community agencies
- G. Help supported individual participate in community educational opportunities
- H. Promote positive neighborhood relations
- I. Facilitate and participate in consumer support meetings

Competency Area 4

Program Planning and Monitoring (mark up to three priorities)

- A. Develop, implement, and monitor consumer support plans
- B. Facilitate person-centered planning meetings for individuals
- C. Coordinate services for individuals new to the program
- D. Facilitate consumer planning meetings
- E. Complete behavioral, adaptive skill, etc., assessments for individuals
- F. Develop, implement, and monitor progress toward individual's goals
- G. Solicit input from individual and their support team for individual's goals
- H. Chart and document progress toward individual's goals
- I. Provide feedback to staff on individual support plans
- J. Design, implement, and monitor behavior support plans
- K. Develop risk management plans
- L. Review and discuss with staff incident reports
- M. Maintain consumer records
- N. Complete discharge paperwork
- O. Encourage individuals to be independent
- P. Communicate with staff from other agencies that support the individual
- Q. Identify and advocate for change at the agency, local, and state levels

Competency Area 5

Personnel Management (mark up to three priorities)

- A. Recruit new direct support professionals
- B. Interview potential staff
- C. Seek input from other staff and family members in hiring decisions
- D. Arrange criminal background checks and driver's license reviews
- E. Assess staff ability and capacity
- F. Complete paperwork for change in staff status
- G. Follow up on staff injury reports
- H. Complete staff performance reviews
- I. Complete salary reviews and make recommendations for salary increases
- J. Provide feedback to staff on performance
- K. Provide needed disciplinary action
- L. Coordinate and facilitate staff meetings
- M. Plan celebrations with staff
- N. Develop and modify job descriptions
- O. Communicate with other supervisors regarding shared staff
- P. Communicate tasks with support personnel (i.e., secretarial, accounting)
- Q. When on-call, respond to staff questions and crises
- R. Initiate discussions with staff following a crisis
- S. Monitor and review labor contracts and respond to formal grievances
- T. Participate in agency management, planning and cross-functional meetings
- U. Discuss and report to management consumer, family, or program issues
- V. Delegate tasks to staff for special events and activities
- W. Prioritize tasks
- X. Manage personal stress by taking needed vacations and breaks
- Y. Respect the confidentiality and privacy of individuals
- Z. Monitor staff turnover, recruitment, and employee job satisfaction

Competency Area 6

Leading Training and Staff Development Activities (mark up to three priorities)

- A. Attend in-service training and work with managers to develop a supervisory development plan
- B. Coordinate staff orientation and in-service training
- C. Solicit feedback from staff, consumers and their families on direct support training needs
- D. Share resources with staff
- E. Provide orientation to new staff
- F. Provide training to staff on specific needs for individuals

- ___ G. Support staff in their efforts to use the computer to perform their jobs
- ___ H. Identify potential trainers and training opportunities for direct support staff

Competency Area 7

Promoting Public Relations (mark up to three priorities)

- ___ A. Educate communities about people with developmental disabilities
- ___ B. Invite community members to learn more about the organization
- ___ C. Recruit and mentor community volunteers, interns, and students
- ___ D. Network with other service agencies
- ___ E. Maintain relationships with community vendors, landlords, and related entities
- ___ F. Assist with development of newsletters, newspaper articles, videos, and contact with the media

Competency Area 8

Maintenance (mark up to three priorities)

- ___ A. Schedule household repair and maintenance tasks
- ___ B. Obtain bids and estimates for household maintenance
- ___ C. Arrange payment for maintenance
- ___ D. Coordinate routine safety maintenance such as snow removal, adequate lighting
- ___ E. Ensure that routine household tasks are completed
- ___ F. Delegate routine household maintenance tasks

Competency Area 9

Health and Safety Issues (mark up to three priorities)

- ___ A. Identify environmental safety issues
- ___ B. Insure that infection control procedures are used
- ___ C. Monitor individuals for health-related concerns
- ___ D. Ensure that individuals receive routine medical, dental, and therapeutic care
- ___ E. Complete forms for psychotropic medication
- ___ F. Locate health professionals in the community that will accept Medical Assistance
- ___ G. Obtain and document doctor's orders
- ___ H. Document new medications
- ___ I. Monitor medication errors
- ___ J. Provide first aid and emergency medical appointments
- ___ K. Order medical supplies
- ___ L. Schedule fire and emergency drills
- ___ M. Implement and monitor symptoms and treatment plans for individuals who become ill
- ___ N. Ensure that staff implement treatment plans
- ___ O. Obtain consent from the legal guardian for medical interventions
- ___ P. Educate consumers on health care choices
- ___ Q. Ensure that individuals and their families understand medical interventions and treatment
- ___ R. Review menus with dieticians

Competency Area 10

Financial Activities (mark up to three priorities)

- ___ A. Assist staff and individuals with bank transactions
- ___ B. Prepare budget reports
- ___ C. Approve and arrange for payment of household bills
- ___ D. Ensure that consumer bills are paid
- ___ E. Manage petty cash accounts
- ___ F. Complete and approve expense reimbursement for staff
- ___ G. Assist in establishing new per diem rates for individuals
- ___ H. Ensure that Medical Assistance, SSI and other government benefits are current for consumers
- ___ I. Complete agency asset and depreciation inventories

Competency Area 11

Scheduling and Payroll (mark up to three priorities)

- ___ A. Develop staff schedules

- B. Approve staff timecards
- C. Approve staff leave
- D. Secure staff to fill in vacancies due to illness, vacations, etc.

Competency Area 12

Coordinating Vocational Supports (mark up to three priorities)

- A. Develop and procure work for individuals
- B. Oversee training for individuals on how to complete job tasks
- C. Oversee the support of individuals in creating an appropriate workload
- D. Provide quality assurance checks on work completed by consumers
- E. Ensure that Department of Labor standards are met for individuals

Competency Area 13

Coordinating Policies, Procedures and Rule Compliance (mark up to three priorities)

- A. Complete vulnerable adult investigations and follow through
- B. Are knowledgeable about state regulations, agency policies and procedures
- C. Write, review, and update agency policies in response to licensing reviews, and changes in rules and regulations
- D. Ensure compliance with state rules and regulations
- E. Identify and respond to identified issues in licensing reviews and audits
- F. Solicit input from consumers and their supports in developing agency policies, and for federal and state rules and laws

Competency Area 14

Office Work (mark up to three priorities)

- A. Respond promptly to telephone calls
- B. Respond promptly to telephone messages, pages, and voice mails
- C. Respond promptly to mail and e-mail
- D. Write concise and grammatically correct memos
- E. Use the computer for work-related tasks
- F. Complete various office tasks such as photocopying, filing, word processing

This survey was adapted by Pat Salmi and Sheryl A. Larson (2003) from the Minnesota *Frontline Supervisor Competencies and Performance Indicators*. Minneapolis: Research and Training Center on Community Living, University of Minnesota