

Youth Development Center Training Plan

Introduction

The Office of Training and Professional Development strives to provide a high-quality training program which supports its employees in training activities as efficiently and effectively as possible. This Training Plan is designed to outline all training requirements and offerings available for Wilder staff. The Training Advisory Committee meets at least quarterly to review progress and resolve problems and annually to develop, review, and assess the YDC Training Plan. The Training Advisory Committee takes into consideration current job-related training needs based on written training evaluations, verbal feedback, department goals, changes in policy/practice and quality improvement.

Mandatory Trainings

The Department of Children's Services (DCS) requires several trainings per the American Correctional Association (ACA), Council on Accreditation (COA) and other state and federal mandates. Please refer to the [Professional Development and Training Requirements Policy](#) for these specific requirements. Pre-Service and In-Service Training requirements are outlined below.

Additional Course Offerings

Outside of mandatory training, employees are encouraged to continue their education and training. Employees can access additional course offerings through:

- [Live Webinars](#)
- [DCS Talks Podcasts](#)
- [Child Welfare Resources Webpage](#)
- [Course Offerings](#)
- [In-Service Catalog](#)
- Classroom Training
- Library and reference services available on-site
- College courses may also be submitted for training credit • Conferences (as approved)

Training Plan Outline

New Employee Orientation

<i>Activity</i>	<i>Tasks</i>
Onboarding with Human Resources	As outlined in Onboarding New Employees (tn.gov) <ul style="list-style-type: none"> • Payroll • Edison • HR Policies and Documents • Employee Handbook • Employee Benefits

Orientation	<ul style="list-style-type: none"> • Welcome and Worksite Tour • Overview of Juvenile Justice • Policy Review • Respectful Workplace • G.R.E.A.T. Customer Service • Uniform/Supply Readiness • Stewards of Children • Managing Youth in a Secure Setting: Security Analysis & Supervision • Post Orders, Procedures, and Shift Briefing • OJT Schedule Discussion/Preparation
Pre-Service	
Classroom Instruction	<ul style="list-style-type: none"> • Juvenile Rules, Regulations, Rights and Responsibilities-Youth Handbook • PREA/Mandatory Reporter • Motivational Interviewing • Mental Health Training for Juvenile Justice • Positive Youth Development: Strength Based Practice

	<ul style="list-style-type: none"> • Cultural Awareness • Working with LGBTQ+ Youth • Commercial Sexual Exploitation of Minors • OJT Observation • Ethics • Safety Procedures-Contingency/Emergency/Tool and Key • Shield of Care • CPR/First Aid/Infectious Disease • Mechanical Restraint, Searches and Transportation • Incident Reports/Documentation/Report Writing Skills • Handle with Care
Computer Based Training (CBTs)	As outlined in policy 5.2 attachment: Required Training Chart for DCS Staff
On the Job Training	<p>Week 1</p> <ul style="list-style-type: none"> • Observe • Work closely with assigned mentor • Participate in a shift debriefing daily with mentor • Work towards completing tasks on the OJT checklist <p>Week 2</p> <ul style="list-style-type: none"> • Supervise a dorm as lead with mentor observing and intervening, when necessary • Participate in a shift debriefing daily with mentor • Complete all tasks on the OJT checklist • Participate in the Support Team Meeting at the end of the week to discuss certification

Overview of PreService Process

Staff who fall outside of the listed job classes will complete training as determined by their supervisor and Office of Training and Professional Development. Part-time staff will receive training appropriate to their assignments. Additionally, contract workers will attend training as outlined in their contract and/or as required by their profession.

Week 1: New Employee Orientation

- Superintendent
- Admin Support (minimal contact with youth)
- Youth Service Officer Job Series
- Case Manager 1, 2, 3 and 4
- Education
- Food Service

Week 2: Pre-service

- Youth Service Officer Job Series
- Case Manager 1, 2, 3 and 4
- Education

Week 3: Pre-service

- Youth Service Officer Job Series
- Case Manager 1, 2, 3 and 4
- Education
- Food Service (Daily Contact with Youth)

Week 4: OJT

- Youth Service Officer
- Case Manager (as outlined on JJ Individualized Learning Plan)

Week 5: OJT

- Youth Service Officer
- Case Manager (as outlined on JJ Individualized Learning Plan)

In-Service	
Activity	Tasks
Classroom Instruction	<ul style="list-style-type: none"> • Ethics • Safety Procedures-Contingency/Emergency/Tool and Key • Handle with Care ○ Monthly Refreshers ○ Annual Training • Shield of Care • CPR/First Aid • Mechanical Restraints/ Searches/ Transportation • Incident Reports/Documentation/Report Writing <p>Other courses shall be offered annually per job title and as determined by leadership and training committee per needs assessment data.</p>
Computer Based Training (CBTs)	As outlined in policy 5.2 attachment: Required Training Chart for DCS Staff
Supervisor/Management Certification	
As outlined in the DOHR Leadership Learning Pyramid (tn.gov) , Management.and.Leadership.Learning.Pyramid.pdf (tn.gov) and pyramid-cklist.pdf (teamtn.gov)	
Activity	Tasks

Management and Leadership Learning Pyramid: Level 1	<ul style="list-style-type: none"> • Respectful Workplace for Managers • Sexual Harassment • G.R.E.A.T. Customer Service • STAR Principles of Great Customer Service
Certificate Fundamental Management Skills (Mandatory for all Supervisors)	<ul style="list-style-type: none"> • Navigating Practices and Policies for Supervisors • SMART Performance Planning 2.0 • Get SMARTer: Coaching for Higher Performance 2.0 • Developing Direct Reports and Others 2.0 • Performance Management 2.0 • Performance Coaching • Proactive On-boarding (Online)
Management and Leadership Learning Pyramid: Level 2 Certificate Advanced Management Skills	<ul style="list-style-type: none"> • Building Effective Teams • Change Management • Competency and Behavioral Based Interviewing • Effective Communication • Self-Management • Quality Decision Making • Planning and Priority Setting
Management and Leadership Learning Pyramid: Level 3 Certificate Fundamental Leadership Skills	<ul style="list-style-type: none"> • Leadership Theory and Practice • Effective Presentation Skills • Conflict Management • Managing Up

Management and Leadership Learning Pyramid: Level 4 Certificate Advanced Leadership Skills	<ul style="list-style-type: none">• Become a Leader of Influence• Developing the Art of Collaboration• Developing Organizational Agility• Developing the Mindset of a Lifelong Learner• Creating a Culture of Continuous Improvement