

Building Coaching Competency

A Learning Program for NYC Child Welfare and Juvenile Justice Professionals



ACS
Workforce Institute
Knowledge into Practice

About Building Coaching Competency

Across the country, child welfare agencies are turning to coaching as an integral component of supervision with frontline staff. The ACS Workforce Institute has designed this learning program to strengthen the coaching skills of anyone in the sector who holds a supervisory position by introducing coaching strategies to integrate into supervision with staff.

In this course, participants will have the opportunity to practice each of the six coaching skills and six coaching steps that have been adapted from the coaching approach of the Atlantic Coast Child Welfare Implementation Center.

Who Should Attend?

This program is designed for child welfare and juvenile justice supervisors and managers or anyone who has the responsibility to guide and continually improve the performance of frontline staff.

Benefits of the Program

- Supervisors and managers learn and practice effective strategies to create a collaborative, strength-based culture to support their staff.
- The integration of coaching strategies into supervision builds confidence, boosts morale, and encourages critical thinking skills among staff members.
- The program introduces skills and concepts that contribute to the long-term professional development of supervisors and staff.

Course Components

Once enrolled in the course, learners will be asked to complete an online introductory module prior to the first day of the two-day learning program. Learners will actively participate in a variety of discussions, group activities, and practice coaching sessions throughout the two days. The program also includes follow-up coaching support to ensure effective implementation. Learners are not required to have prior formal coaching experience or training.

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 **14.0 contact hours/1.4 CEUs**.

About the ACS Workforce Institute

The Workforce Institute is a state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice frontline staff as they strengthen and support New York City's families and children.

Through partnership with the City University of New York School of Professional Studies (CUNY SPS), 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. Programs incorporate cutting-edge learning methods supported by evidence-based models, and use simulation to strengthen core competencies for staff.

CUNY School of Professional Studies 

To register or for technical questions, please email wihelpdesk@acs.nyc.gov or call (212) 748-1898. For general inquiries about the ACS Workforce Institute, please email wiiinfodesk@acs.nyc.gov.