

Vision for Collaboration to Support Knowledge into Practice

The New York City Administration for Children's Services Division of Child Protection is committed to the professional development and well-being of staff at all levels. In collaboration with the ACS Workforce Institute, the Division of Child Protection (DCP) aims to support supervisors and managers to use coaching as part of supervision to support the transfer of learning of best practices and reinforce a strengths-based, learning culture. The goal of this collaboration is to ensure that staff have the support and resources they need to positively engage and collaborate with families, building on their strengths to keep their children safe.



Benefits of Collaboration

- Strengths-based learning culture
- Support for staff professional development
- Enhanced critical thinking
- Policy translated into strengths-based practice
- Improved workplace communication
- Increased staff retention

Transfer of Learning Cycle

The Unique Roles of the Staff Development Coordinators and the Coaches

STAFF DEVELOPMENT COORDINATORS

Staff Development Coordinators coordinate borough based activities that support implementation of best practices. Staff Development Coordinators engage, collaborate, and serve as essential links with the Workforce Institute, James Satterwhite Academy, and DCP Central Office teams at all levels.

Staff Development Coordinators support the following activities:

- Training Coordination
- Curriculum Design and Implementation
- Data Collection
- Staff Retention

COACHES

Coaches support supervisors and managers to build their coaching skills and create opportunities for staff to continuously practice critical skills, including strengths-based engagement, motivational interviewing, and safety and risk assessment and decision making. Consistent skill practice coupled with strengths-based feedback promotes the transfer of learning to daily practice with families.

Coaches collaborate with DCP partners to facilitate the following:

- Peer coaching collaboratives
- Skill practice refreshers
- Coaching to support learning transfer
- Coaching to effective safety decisions and planning