Note: This is a working draft document and updated versions with additional helpful information will be regularly posted. To provide feedback regarding this document, please email WraparoundQuestions@dss.ca.gov.

Wraparound Fidelity Coach: Role and Functions

Role:

The Coach is not the same as a trainer exclusively, but rather directly supports the development of high-fidelity Wraparound practice by providing in the field observation with feedback to recognize strengths and build skill competence, and routine consultation to ensure direct service staff can consistently demonstrate the Wraparound process with fidelity. The coach uses a variety of strategies to support direct service staff in how to work with children, youth and parents in a team process, through modeling, group and individual coaching, documentation review as well as other methods that build knowledge, effective skills, and increased fidelity. The coach models the Wraparound principals, standards and practical application of the philosophy, and has the demonstrated skills required to serve as a mastery level high-fidelity practitioner of the position(s) they are coaching.

The Coach continually assesses workforce skills, providing feedback and creating development plans in partnership with the Manager/Supervisor and/or using continuous quality improvement (CQI) efforts to improve common workforce skill deficits. The position functions may be combined with a Manager/Supervisor or to master level direct service positions within the organization. Where possible, direct responsibility to manage and coordinate overall fidelity in organizational practice should be assigned to a single administrative role.

Functions:

- Supports understanding of the roles in the Wraparound workforce, System of Care (SOC) agencies and community resources in meeting the needs of children, youth and families.
- Demonstrates how to do specific skills and activities, and provides feedback during role plays so that staff learn how to apply what they have learned from the curriculum and discussions before they work directly with youth and families.
- Provides in the field coaching of direct service staff, accompanying them while they are working with youth and families, sometimes initially modeling the position for new staff before expecting them to take over the role, sometimes just observing and providing feedback later. Employs a variety of adult learning methods to appeal to the specific learning preferences of employees. The coach may also review recordings or documentation to determine the staff person's progress in skill development.

- Provides group coaching of like positions, where participants present and review wraparound plans and intervention strategies as they relate to the phases of the process and the Theory of Change (ToC), and potentially including role play activities or topics related to high-fidelity Wraparound.
- Gathers information from multiple sources to expand understanding of the needs and strengths of the current work force. Makes recommendations to adjust curriculum accordingly.
- Provides consultation regarding the skills needed by each Wraparound role for the different phases of service delivery.
- Supports and utilizes data and tools like CANS, WFI-EZ and TOMS to provide staff with information to improve their own performance and outcomes.

Minimum Requirements:

Demonstrated mastery level experience and understanding of roles and functions in the provision of Wraparound services.

Skills, Competencies, Attributes:

- Demonstrated mastery level skills necessary to perform the roles of positions to be coached.
- Deep understanding of the Wraparound values, practices and process.
- Demonstrates cultural humility and curiosity; understands issues of implicit bias, diversity, equity and inclusion
- Seeks to understand the role of tribes and the Indian Child Welfare Act (ICWA), as applicable to Wraparound
- Effective presentation skills.
- Completion of standardized training for coaches.
- Strong interpersonal skills.
- Positive approach to promoting growth and progress in others.
- Comfortable as a teacher and learner.
- Ability to engage people from different cultures, ages and backgrounds.
- Creative in developing learning experiences that match the trainee's learning style.
- Demonstrated organizational skills and ability to manage complex tasks in a timely way.
- Self-aware (self-care needs, triggers, etc.).

Recommended position title:

Wraparound Fidelity Coach