CLERICAL TRAINING OUTLINE

1. Introduction
   - Mission
   - Vision Statement
   - Code of Ethics

2. MS Department of Human Services
   - Division of Youth Services
   - Community Services
   - Institutional Programs and Services
   - Community Services Directory

3. General Information and Rules
   - Your Work Schedule and Hours
   - Fair Labor Policy
   - Employee Leave
   - Dress Code Policy
   - Weapons Policy
   - Serious Incident Report (SIR)
   - Mandatory Child Abuse Reporting
   - Confidentiality of Records

4. Staff Development and Training Reports
   - Request to Attend Courses, Workshops, Seminar
   - Attachment Form A (Individual Report)
• Attachment Form B (Training Report)
• ABC’s of Telephone Communication

5. Youth Services Report and Requirements
• Travel Vouchers
• Monthly Referral/Caseload Reports
• Combined Monthly Referral/Caseload Reporting Form
• Activity Record
• Statistical Data
• Parole Tracking

6. Client Communications and Relations
• Telephone Etiquette
• Handling an Irate Caller
• Handling Problem Calls
• Telephone Manners
• ABC’S of Telephone Communication
• Control Your Time and Life
• Staff Safety