

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 anirate Caller
- Handling Problem Calls
- Telephone Manners
- ABC'S of Telephone Communication
- Control Your Time and Life
- Staff Safety