**Staff Questionnaire - Youth Care Worker/Lead Youth Care Worker**

|  |  |
| --- | --- |
| **Interview Details** |  |
| Program Name: | Past and Current Position(s) at Program: |
| Level of Care: | Date/Time of Interview: |
| Full Name: | Interviewer: |

\*Note: Before beginning the interview and/or providing this questionnaire to staff, provide a brief introduction, including monitor role and purpose of monitoring visit, confidentiality of staff interview, and clarify any questions. See *Introduction Prompt for Staff* for additional guidance as needed.

|  |  |
| --- | --- |
|  | NOTES |
| **Tell me about your role and main responsibilities as a Youth Care Worker.** |  |
| **What are the things that you love/enjoy about your job? What are the challenges you face in your job?** |  |
| **Do you have access to the UAC Portal?**   * **If yes, are you aware of ORR tools, such as the UAC MAP, and where updates are located on the homepage?** * **Ask YCW to describe where/how they would access the tools in the UAC Portal.** |  |
| **What formal/informal trainings have you received?**   * **What additional training do you think a person in your position could benefit from?**   **(Lead Youth Care Worker) Do you have a system to assess ongoing staff training needs?**   * **Please describe any training needs that your staff currently have.** |  |
| **Tell me about how you usually handle behavioral challenges among UACs?**   * **How effective do you think the behavior management system is?**   **Have you received trainings on Behavior Management?**   * **If yes, what did you learn in the training?** * **Are you allowed to use restraints? Please elaborate.** |  |
| **What does *trauma-informed care* mean to you?**  **How do you deliver trauma-informed care as part of the YCW team?** |  |
| **How do you usually handle mental health concerns among UACs in the program?**   * With whom would you talk to and how would you respond to the concern? * Do you feel confident in your ability to appropriately handle a mental health emergency or crisis situation? |  |
| **What are the required UAC to staff ratios?**   * + Daytime:   + Evenings   + During transportation: |  |
| **What does line of sight supervision mean to you? How do you ensure line of sight supervision during the following periods?**   * Daytime: * Nighttime: * Weekends: * During transportation: * Legal Orientation: |  |
| **What activities are provided to UAC every day?**   * + Outdoor:   + Indoor:   + Weekends: |  |
| **How often are youth required to be outside?**   * Weekdays: * Weekends: |  |
| **How often do you have staff meetings?**   * + **Team Meetings**   + **All Staff Meetings**   **(Lead Youth Care Worker) How often do you have meetings with department leads*?*** |  |
| **Tell me about your relationship with your supervisor.**   * **How often do you have meetings with your supervisor?** * **Do you feel that your supervisor provides appropriate support, supervision, constructive criticism, and feedback?** |  |
| **When YCWs come on shift, how are updates/lingering issues communicated between shifts?**   * How are YCWs informed about the following: * UAC with special conditions: * Disabilities: * Allergies: |  |
| **Describe the procedures for the following situations:** (*Please note: any/multiple example(s) can be used for this question)*   * An allegation of child abuse or maltreatment: (*Example: UAC reports that a staff has made sexually inappropriate comments to youth*) * Runaway: * Fire drill: * Grievances: |  |
| **What are some of the topics covered by the Code of Conduct?**   * **What happens if you violate the Code of Conduct?** *(Ask YCW to answer the question with an example.)* |  |
| **Do you have any concerns with the treatment of UAC in care?**  **Do you have concerns about any particular staff members (any staff members you think should NOT be working with UAC)?** |  |
| **What would you do to improve or strengthen the program here?** |  |
| **What recommendations do you have for ORR that I can take back to share with our headquarter teams?** |  |

## Additional Notes

Enter Additional Notes.