


Cultivating capability during COVID-19

Online webinar, Tuesday 19 May 2020
Presented Dr Suzie Hudson and Sianne Hodge, NADA

1

NADA proudly acknowledges the Gadigal people of the Eora Nation as the Traditional Custodians of the land on which our office stands. We extend this acknowledgement to all Aboriginal and Torres Strait Islander people across Australia and pay our respects to Elders past, present and future.



2

Welcome and introductions



Dr Suzie Hudson
Clinical Director



Sianne Hodge
Program Manager



3

Overview

In this webinar you will learn how to:

- use the Workforce Capability Framework as a foundation for workforce engagement and capability development
- engage staff in remote supervision so they feel supported during times of stress and uncertainty
- use NADA's Worker Wellbeing resources to promote, protect and support workforce wellbeing.



4

Setting the scene



Luke Butcher • 1st
Manager - Health Equity and Vulnerable Populations
3w • 🌐



There was a saying I heard the other day: "When fishermen can't go out to sea, they mend their nets". We are living in a time of unprecedented change and uncertainty, and a lot of fishermen can't go out to sea at the moment because the waters are pretty choppy. Given this uncertainty, it is important we take some time to mend our nets - whether its through virtual social connection, picking up a new hobby or simply learning to be still and in the moment.

That way, when we are able to go back fishing, we will be able to do so with strong nets and get a good catch.



5

NGO AOD Workforce Capability Framework



6

Background and purpose

- Central to workforce performance are capabilities—the knowledge, skills and attributes that workers must demonstrate to perform their roles effectively.
- Establishing the core capabilities required by a workforce promotes the development of shared skills, behaviours and attributes for the delivery of high quality, safe and effective care.



7

Background and purpose



This Framework—developed for, and with input from those who work in the AOD sector—describes the core capabilities and associated behaviours expected of all NSW non government AOD workers.



8

Background and purpose

- It establishes a common language and shared understanding of what NSW non government AOD workers are expected to be capable of doing, in order to do their work efficiently, effectively and appropriately.
- It provides a common foundation for workforce development activities: workforce planning; role design and description; recruitment and selection; performance management; professional development and career planning.



9

Structure

The Framework is made up of 27 capabilities, which are organised into six domains. Five of these domains apply to all workers, and one domain applies just to workers delivering AOD treatment/interventions.

Foundational knowledge and practice	Communication and engagement	Access and equity	Ethical, safe and responsible practice	Personal and professional development	Treatment and interventions
Understand and adapt practice according to higher-level systemic influences	Communicate and engage effectively with people accessing AOD services	Recognise and respect the strengths, dignity and rights of people accessing services	Observe and promote ethical standards	Make an effective professional contribution	Conduct effective screening and assessment processes
Understand and apply relevant theoretical and practice-based frameworks	Understand and comply with communication and information management responsibilities	Incorporate strategies to promote social inclusion and to eliminate stigma and discrimination	Maintain a high standard of integrity and professionalism	Engage in research and evaluation	Undertake effective treatment and intervention planning
Understand and apply knowledge about AOD use and AOD-related health conditions	Contribute to team and organisational effectiveness	Work respectfully and inclusively with people from diverse backgrounds	Be accountable for all actions and decisions	Engage in continuing professional development	Deliver effective treatment and interventions
	Collaborate and work in partnership to deliver services	Understand, respect and promote the history, culture and rights of Aboriginal and Torres Strait Islander peoples	Practise within all applicable legal and regulatory frameworks	Engage in professional supervision	
	Understand and apply conflict resolution skills	Regard and promote engagement of family and significant others as an integral component of AOD service delivery	Understand and comply with work health and safety requirements	Engage with self-care	
			Contribute to continuous improvement in quality and safety		

10

Application

- The Framework applies across the sector—to all workers, regardless of their role, occupation or area of speciality.
- The Framework does not replace existing practice frameworks—it complements them, by identifying the shared knowledge, skills and attributes that are expected of all NSW non government AOD workers.



11

Benefits and use

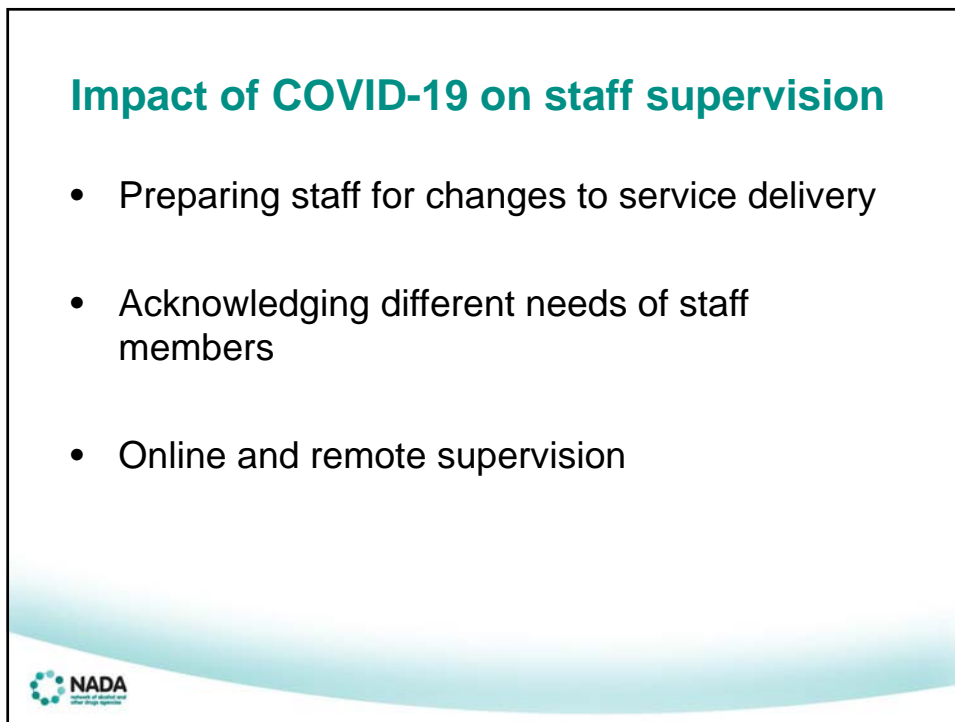
- Define and describe the capabilities needed in AOD roles and match people with the right capabilities to those roles.
- Facilitate assessment and discussion about staff performance and development needs.
- Recognise staff contributions and achievements.
- Measure and compare staff capability across programs and organisations.



12



13




14



15

Balancing the needs of staff

- Compounding of stress – home, work and community at the time of COVID-19
- Burnout
- Compassion Fatigue
- Secondary stress and vicarious trauma



The NADA logo is located in the bottom-left corner of the slide, featuring a circular icon with a gear-like pattern and the text 'NADA' and 'National Association of Dietitians' below it.

16

Key elements of effective supervision

- Clear direction, leadership and support
- Clarity around service delivery changes e.g. policy, procedures, roles
- Ensuring access to resources needed to do the work - balance is the key
- Being the buffer and holding the space



17

Worker wellbeing



18

Understanding impact

- As health care workers, AOD workers may deal with a heavier burden compared to the general public.
- Not only are we dealing with the general stress associated with disruptions to our daily life, we might also feel added pressure from having to navigate rapid changes with limited resources as we continue providing essential services to our clients and the community.



19

Factors that make coping difficult

Frontline work

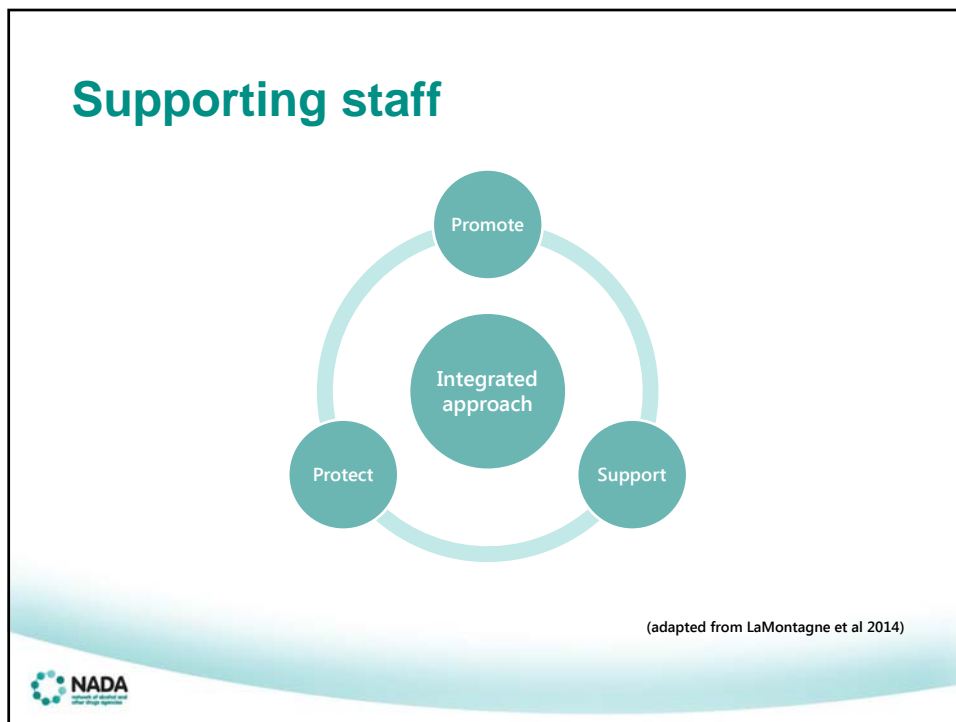
- Health risks
- Stigma and social avoidance
- New ways of working
- Extended hours or frustrated clients
- Emotional conflict

Remote work

- Blurred work and personal life
- Tendency to overwork
- At-home distractions
- Poor access to communication
- Isolation and loneliness




20




21

NADA Resources



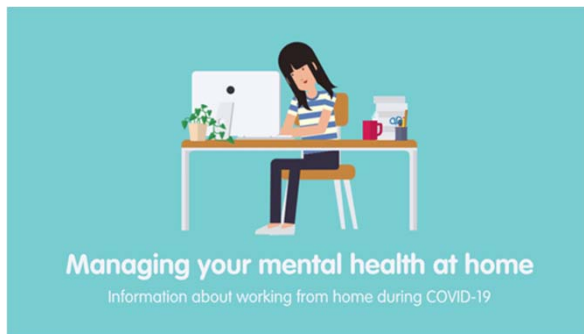
Coping with Stress and Uncertainty During COVID-19

eLearning
Explores the factors that make coping difficult and outlines a variety of tips and strategies to support AOD workers to look after their health and wellbeing during COVID-19.



22

NADA Resources



Well Beings

A short-animation series with practical, evidence based tips and tricks to reduce stress and enhance health and wellbeing during COVID-19 and beyond.



23

HOW ARE YOU GOING?

How are you feeling?	Self-aware & calm	Some discomfort or concern	Can't shake the negative	Out of control
How's your stress?	Engaging self	Worried or anxious	Very nervous, frantic	Highly anxious, panic attacks
How's your outlook?	Positive outlook	Feeling flat or unengaged with	Feeling hopeless	Depressed or nihilistic thoughts
How's your sleep?	Sleeping well	Waking frequently	Restless or disturbed sleep	Sleeping too much or too little
How's your energy?	Feeling energetic	Lacking energy	Tired & drained	Exhausted & unwell
How's your AOD use?	No change or decrease	Increased use or more use	Playing out on things that are important	Craving items to self & others
How active are you?	Keeping active	Not doing as much as you want	Not enjoying activities	Avoiding activities
How social are you?	Feeling connected	Withdrawing from social activity	Feeling disconnected	Isolated & avoiding people

HOW IS WORK GOING?

How are you working?	Motivated & looking forward	Feeling things off	Unmotivated, less wanting to	Disengaged & ineffective
How are you feeling about your work?	Feel like you're making a difference	Questioning my impact	Questioning my competence	Depressed, burned out
How is work impacting you?	Able to switch off & relax easily	Struggling to switch off	Preoccupied by work	Neglecting self & others

WHAT CAN YOU DO?

Keep it up!	Tell your manager how you are feeling	Reach out for your manager for support	Getting help is important
Download further resources and self-care resources at working.well/resources	Find ways to rest when it's safe to do so	Talk to a reliability qualified professional	Mental Health Line 1300 65 93 93
	Take breaks in your workspace	Don't push it off, set your own pace	Outside Call Back Service 1300 653 447
			Line 13 13 13

- THE - ABCs - OF SELF-CARE -

AWARENESS

Being attuned to our emotions, needs, resources, and limits.

TIPS FOR WORKERS

- Be aware of how you react to stress. Know that everyone is different.
- Know your limits. Make changes where you can (and accept when you can't).
- Engage in self-reflection, journaling, meditation, and other mindfulness-type activities.

TIPS FOR ORGANISATIONS

- Understand the impact of the work and how it shapes our lives.
- Check in regularly and be open and responsive to staff needs, concerns and ideas.
- Support staff to identify and develop their strengths and build resilience.

BALANCE

Striving for balance in our work and the other areas of our lives.

TIPS FOR WORKERS

- Don't forget the basics—exercise regularly, and eat and sleep well.
- Be realistic—learn to delegate and ask for help when you need it.
- Set limits—avoid working long hours and leave work where it belongs (at work).

TIPS FOR ORGANISATIONS

- Promote open and respectful communication and actively involve staff in decision-making.
- Monitor and adjust workloads and encourage staff to seek support when needed.
- Encourage staff to seek regular hours, take breaks, and use their annual leave.

CONNECTION

Nurturing connection to self, to others, and to something larger.

TIPS FOR WORKERS

- Nurture relationships with co-workers, friends, family, and community.
- Seek out opportunities for learning and make time for passions and interests.
- Attend to your spiritual wellbeing, whatever that means for you.

TIPS FOR ORGANISATIONS

- Engage staff in regular supervision, debriefing and other opportunities for reflective practice.
- Provide ongoing learning opportunities, including access to further training.
- Recognise staff efforts and achievements, and encourage others to do the same.


24

12

Professional wellbeing

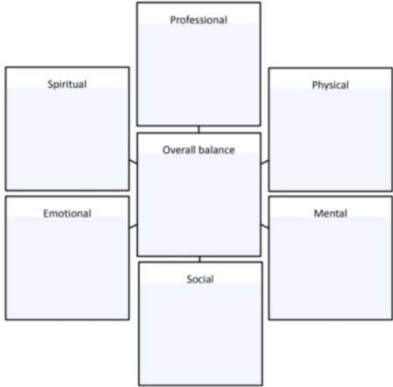
How often and how well do you:

	This never occurred to me	I never do this	I would like to do this more (sowly)	I do this OK (occasionally)	I do this well (frequently)
Take breaks during the workday	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take time to chat with co-workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set aside time to complete tasks uninterrupted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set professional goals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seek out professional development opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Challenge yourself professionally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Set limits with yourself, clients and colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Balance your workload so that you are not overwhelmed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arrange your working environment so that it is comfortable and comforting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engage in regular supervision, consultation and debriefing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negotiate for your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have a mentor, peer support group or network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



SELF-CARE PLAN

Use this worksheet to identify the strategies that you would like to incorporate as part of your ongoing self-care—pay particular attention to domains that you have not been addressing in the past. On the last page identify barriers that might interfere with maintaining your self-care practice, how you will address them, and any negative coping strategies you would like to target for change and how you will change them.



Adapted from Butler, J. S., & Holman-Morris, J. (2003). Self-Care Needs of Nurses. New York University of Public School of Social Work.

25

PROFESSIONAL QUALITY OF LIFE SCALE (PROQOL)

COMPASSION SATISFACTION AND COMPASSION FATIGUE
PROQOL VERSION 5 (2009)

When you [help] people you have direct contact with their lives. As you may have found your compassion for those you [help] can affect you in positive and negative ways. Below are some questions about your experiences, both positive and negative, as a [helper]. Consider each of the following questions about you and your current work situation. Select the number that best reflects how frequently you experienced these things in the past 30 days.

1=Never	2=Rarely	3=Sometimes	4=Often	5=Very Often
1. I am happy				
2. I am preoccupied with more than one person I [help]				
3. I get satisfaction from being able to [help] people.				
4. I feel connected to others.				
5. I jump or am startled by unexpected sounds.				
6. I feel invigorated after working with those I [help].				
7. I find it difficult to separate my personal life from my life as a [helper].				
8. I am not as productive at work because I am losing sleep over traumatic experiences of a person I [help].				
9. I think that I might have been affected by the traumatic stress of those I [help].				
10. I feel trapped by my job as a [helper].				
11. Because of my [helping], I have had "on edge" about various things.				
12. I like my work as a [helper].				
13. I feel depressed because of the traumatic experiences of the people I [help].				
14. I feel as though I am experiencing the trauma of someone I have [helped].				
15. I have beliefs that sustain me.				
16. I am pleased with how I am able to keep up with [helping] techniques and protocols.				
17. I am the person I always wanted to be.				
18. My work makes me feel satisfied.				
19. I feel worn out because of my work as a [helper].				
20. I have happy thoughts and feelings about those I [help] and how I could help them.				
21. I feel overwhelmed because my case [work] load seems endless.				
22. I believe I can make a difference through my work.				
23. I avoid certain activities or situations because they remind me of frightening experiences of the people I [help].				
24. I am proud of what I can do to [help].				
25. As a result of my [helping], I have intrusive, frightening thoughts.				
26. I feel "logged down" by the system.				
27. I have thoughts that I am a "success" as a [helper].				
28. I can't recall important parts of my work with trauma victims.				
29. I am a very caring person.				
30. I am happy that I chose to do this work.				

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YOUR SCORES ON THE PROQOL: PROFESSIONAL QUALITY OF LIFE SCREENING

Based on your responses, place your personal scores below. If you have any concerns, you should discuss them with a therapist or mental health care professional.

Compassion Satisfaction
Compassion satisfaction is about the pleasure you derive from being able to do your work well. For example, you may feel like it is a pleasure to help others through your work. You may feel positively about your colleagues or your ability to contribute to the work setting or even the greater good of society. Higher scores on this scale represent a greater satisfaction related to your ability to be an effective caregiver in your job.
If you are in the higher range, you probably derive a good deal of professional satisfaction from your position. If your scores are below 23, you may either find problems with your job, or there may be some other reason—for example, you might derive your satisfaction from activities other than your job. (Alpha scale reliability 0.88)

Burnout
Most people have an intuitive idea of what burnout is. From the research perspective, burnout is one of the elements of Compassion Fatigue (CF). It is associated with feelings of hopelessness and difficulties in dealing with work or in doing your job effectively. These negative feelings usually have a gradual onset. They can reflect the feeling that your efforts make no difference, or they can be associated with a very high workload or a non-supportive work environment. Higher scores on this scale mean that you are at higher risk for burnout.
If your score is below 23, this probably reflects positive feelings about your ability to be effective in your work. If your score above 41, you may wish to think about what at work makes you feel like you are not effective in your position. Your score may reflect your mood; perhaps you were having a "bad day" or are in need of some time off. If the high score persists or if it is reflective of other worries, it may be a cause for concern. (Alpha scale reliability 0.75)

Secondary Traumatic Stress
The second component of Compassion Fatigue (CF) is secondary traumatic stress (STS). It is about your work related, secondary exposure to extremely or traumatically stressful events. Developing problems due to exposure to other's trauma is somewhat rare but does happen to many people who care for those who have experienced extremely or traumatically stressful events. For example, you may repeatedly hear stories about the traumatic things that happen to other people, commonly called Vicarious Traumatization. If your work puts you directly in the path of danger, for example, field work in a war or area of civil violence, this is not secondary exposure; your exposure is primary. However, if you are exposed to others' traumatic events as a result of your work, for example, as a therapist or an emergency worker, this is secondary exposure. The symptoms of STS are usually rapid in onset and associated with a particular event. They may include being afraid, having difficulty sleeping, having images of the upsetting event pop into your mind, or avoiding things that remind you of the event.
If your score is above 41, you may want to take some time to think about what at work may be frightening to you or if there is some other reason for the elevated score. While higher scores do not mean that you do have a problem, they are an indication that you may want to examine how you feel about your work and your work environment. You may wish to discuss this with your supervisor, a colleague, or a health care professional. (Alpha scale reliability 0.81)

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26

workerwellbeing.nada.org.au

COVID-19 resources

- Coping with Stress and Uncertainty During COVID-19
- Well Beings

Health promotion tools

- How Are You Going and The ABC's of Self-care

Online self-assessment tools

- Professional Quality of Life Scale (ProQOL)
- Worker Self-care Check

Organisational development tools

- Workplace Health Check
- Workplace Wellbeing Policy Template



27


Five things to keep in mind



Your feelings are normal	▼
Everybody responds to stress differently	▼
Your wellbeing matters	▼
There are proven strategies for effective stress management	▼
Be kind to yourself and others	▼




28

Five things to keep in mind



- Your feelings are normal** 


Stress is a normal and expected response to a crisis. It's OK to feel anxious, frustrated, angry, afraid or sad about the situation. You're not alone. These feelings are a normal reaction to a very abnormal situation.
- There are proven strategies for effective stress management** 
- Be kind to yourself and others** 




29

Five things to keep in mind

- Your feelings are normal** 
- Everybody responds to stress differently** 


While you aren't the only person feeling stressed, keep in mind that different people react to stress in different ways. Don't compare yourself to others. Also, try to be understanding of how others may process their emotions and respond to stress.
- Be kind to yourself and others** 



30

Five things to keep in mind


Your feelings are normal	▼
Everybody responds to stress differently	▼
Your wellbeing matters	▼
<p>Make your wellbeing a priority. Give yourself permission to practice self-care. Remember, you can't pour from an empty cup. Practicing self-care is the most essential thing you can do in order to care well for others.</p>	



31

Five things to keep in mind

Your feelings are normal	▼
Everybody responds to stress differently	▼
Your wellbeing matters	▼
There are proven strategies for effective stress management	▼
<p>Just because you're experiencing stress or other troubling emotions doesn't mean that you have to settle for feeling that way for the long term. You don't have to suffer in silence. By exploring the strategies and resources covered in the Coping with Stress and Uncertainty During COVID-19 eLearning course, you can find relief.</p>	



32

Five things to keep in mind

Your feelings are normal	▼
Everybody responds to stress differently	▼
Your wellbeing matters	▼
There are proven strategies for effective stress management	▼
Be kind to yourself and others	▼

Finally, be kind and patient with yourself and others. Focus on positive self-talk. Don't beat yourself up if you're not as productive, happy, or active as you think you should be. The COVID-19 pandemic is not normal. We are all doing our best to cope and adapt during these challenging and unprecedented times.



33

Connect with NADA



34

Contact us



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35

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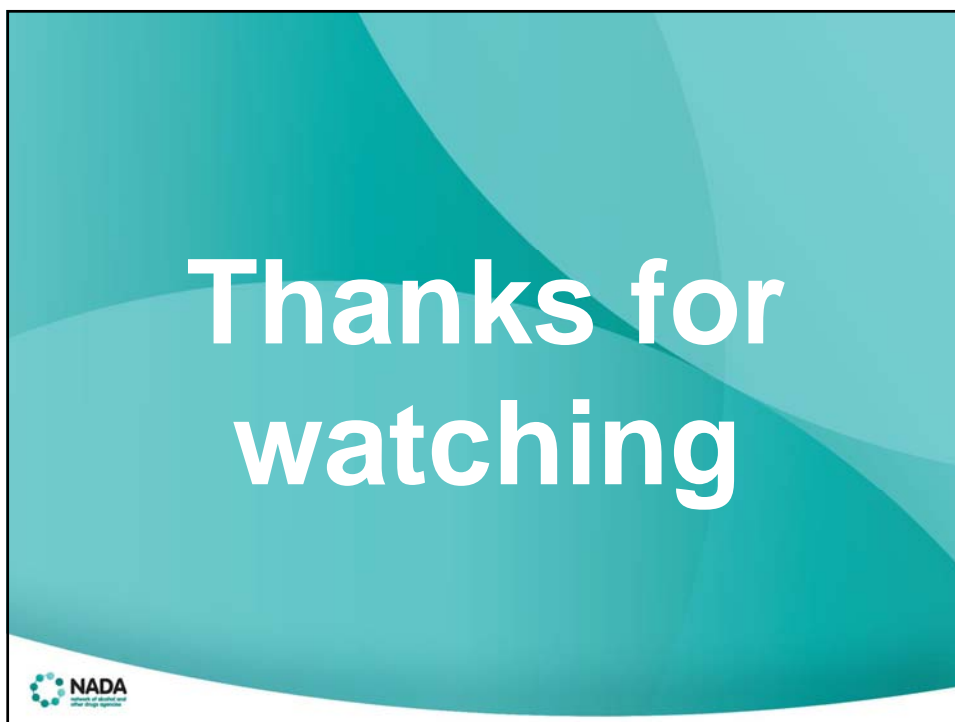
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36



37



38