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Team Overview

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 Performance >

 3 Messages

 Calendar

 Team

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Performance Assessments

Oct 2017

Establishing Relationships



1. Consistently demonstrates empathy
2. Maintains a non-judgemental position
3. Demonstrates active listening
4. Utilizes a strengths based approach
5. Demonstrates professionalism and appropriate boundaries

Counselling Assessments



1. Maintains a position of curiosity
2. Demonstrates the ability to assess the type of session / type of client need(s) for the session
3. Elicits the clients preferred future; what is wanted
4. Adequately explores relevant client factors
5. Counsellor picks up on cues and engages in risk assessment (as required)

Counselling Interventions



1. Supports the client to explore and express their feelings and emotions
2. Takes a non-directive approach and supports the client to develop their own ideas, plans and possible next step(s)
3. Explores potential referral needs and provides suitable and relevant referral options when required
4. Adheres to legal and regulatory requirements
5. Engages in safety planning (if required)

Session Closures



1. Prepares the client for end of session – closure is positive and appropriately timed
2. Encourages the client to reflect on what they will take away from the session
3. Invites client to review next steps to be taken (if required)
4. Collects iCarol data when appropriate to do so
5. iCarol data is accurate and correctly inputted

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Performance >

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Team

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Performance Assessment

Assessments

Indicators

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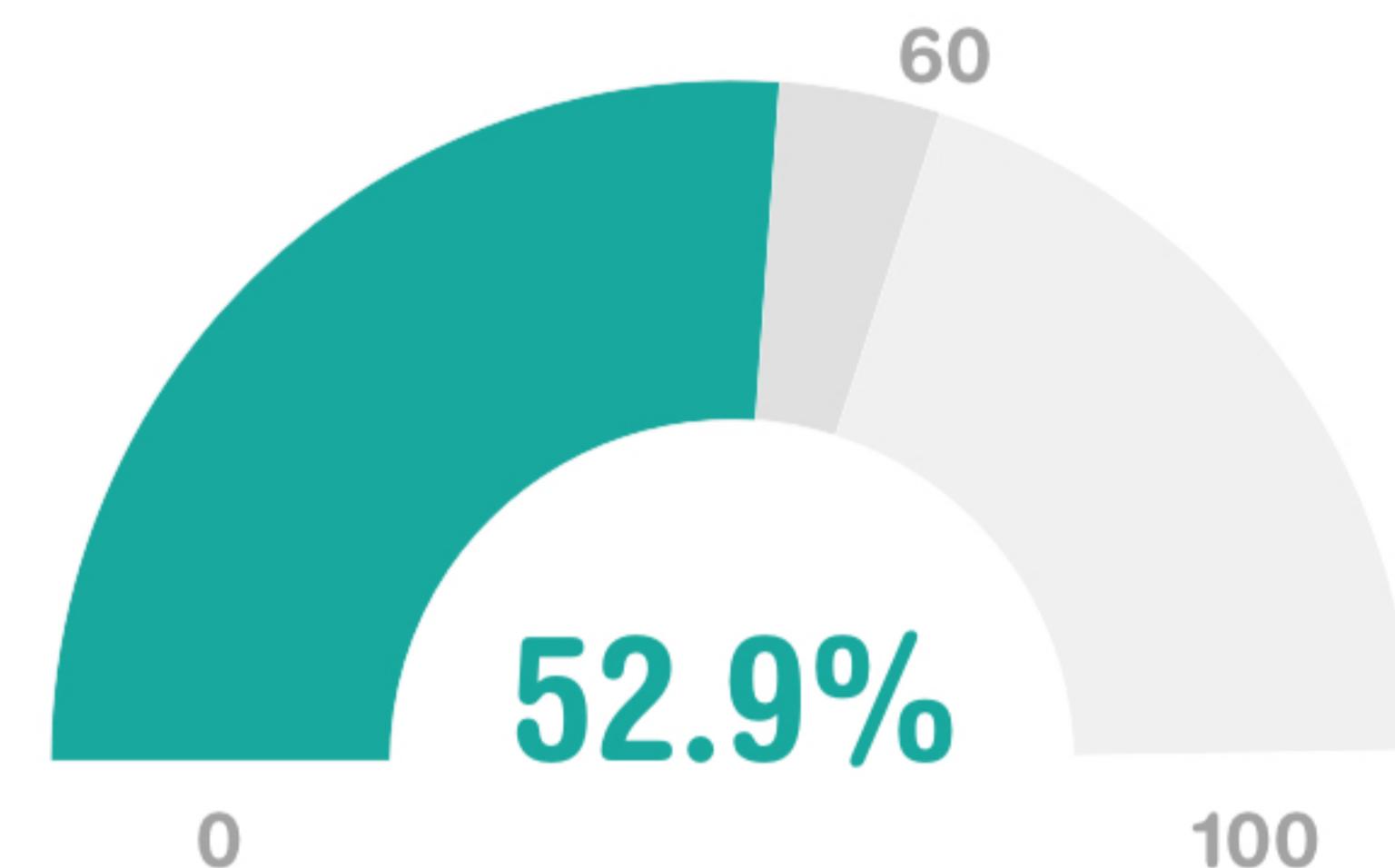
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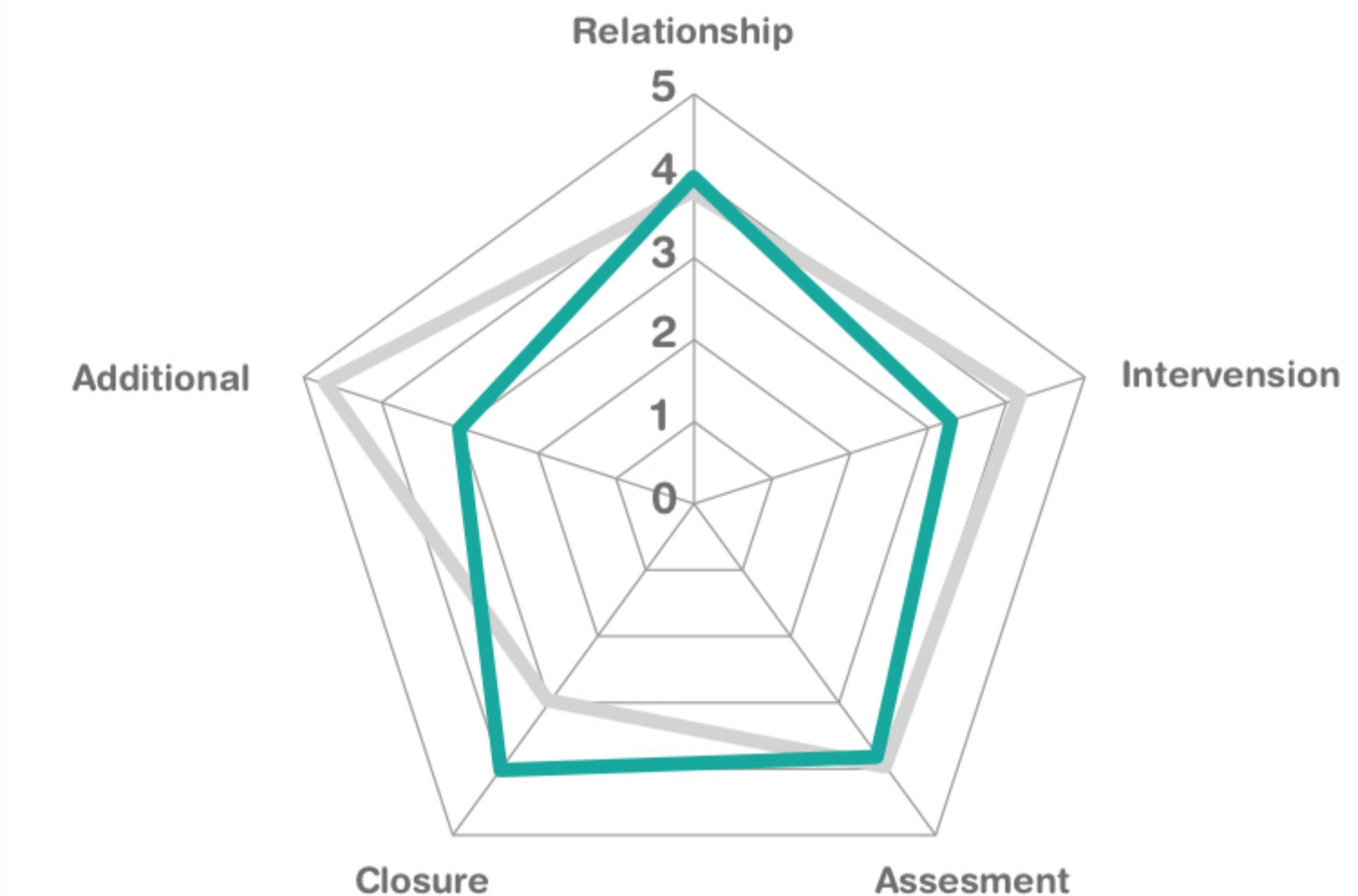
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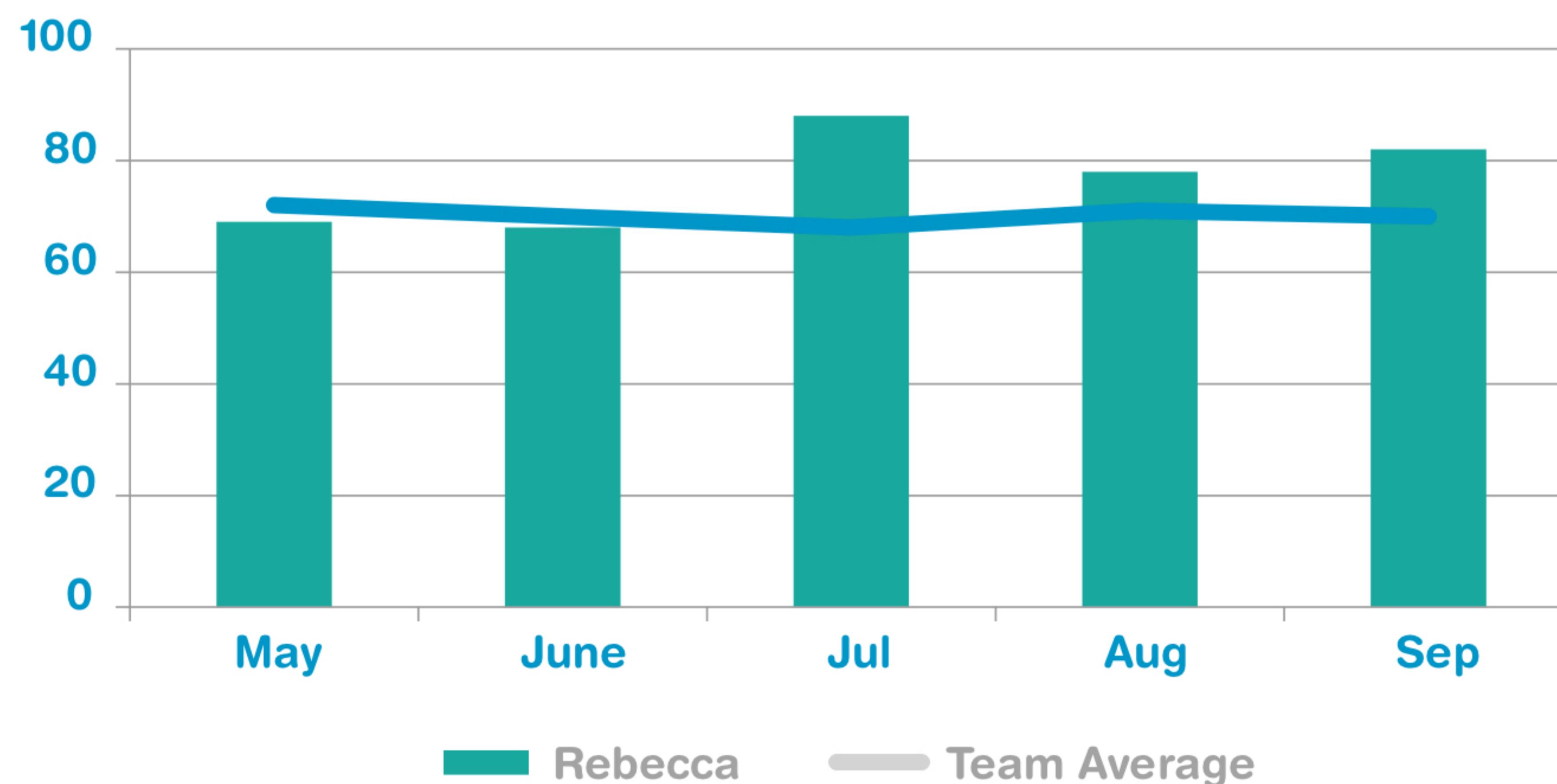
Total Quality Score



Quality Score Breakdown



Overall Performance Trend



< Performance Assessments