

**Certified Clinical Supervisor
(CCS)**

APPENDIX A

**Performance Domains
&
Job Tasks**

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Certified Clinical Supervisor Performance Domains and Job Tasks

Domain 1: Counselor Development

- Build a supportive and individualized supervisory alliance, which includes teaching the purpose of clinical supervision, using it effectively and respecting professional boundaries.
- Maintain a constructive supervisory learning environment that fosters awareness of oneself and others, motivation, self-efficacy, enthusiasm, and two-way feedback
- Demonstrate multicultural competencies and help supervisees develop skills of empathy and acceptance specific to working with culturally diverse clients.
- Provide timely and specific feedback to supervisees on their conceptualization of client needs, attitudes towards clients, clinical skills, and overall performance of assigned responsibilities.
- Create a professional development plan with supervisees that include mutually approved goals and objectives for improving job performance, a timeline for expected accomplishments, and measurements of progress and goal attainment.
- Implement a variety of direct supervisory activities to teach and strengthen supervisees' theoretical orientation, professional ethics, clinical skills, and personal wellness.
- Help supervisees recognize, understand, and cope with unique problems of transference and countertransference when working with clients and substance use disorders.
- Educate supervisees regarding developments in the addictions and behavioral healthcare fields to ensure best practices in consumer care.
- Encourage and help supervisees develop a personal wellness plan to manage their stress and avoid compassion fatigue and burnout.

Domain 2: Professional and Ethical Standards

- Practice only within one's areas of clinical and supervisory competence.
- Ensure that supervisors and supervisees are familiar with and are adherent to relevant professional codes of ethics, client's rights documents, and laws and regulations that govern both counseling and clinical supervision practices.
- Follow due process guidelines when responding to grievances and ensure that supervisees know their rights as employees and understand the organization's employee grievance procedures.

- Pursue personal and professional development by participating in related professional educational activities in order to improve supervisory competence.
- Recognize the supervisees' unique personality, culture, lifestyle, values and attitudes, and other factors to enhance his/her professional development.
- Ensure that supervisees inform clients about the limits of confidentiality.
- Ensure that supervisees inform clients about supervision practices and obtain documented informed consent from clients as appropriate.
- Use and teach supervisees various ethical decision-making models and monitor their use to ensure their ethical treatment of clients.
- Understand the risks of dual relationships and potential conflicts of interest and maintain appropriate relationships at all times.
- Provide timely consultation and guidance to supervisees in situations that present moral, legal, and/or ethical dilemmas.
- Ensure that supervisees maintain complete, accurate, and necessary documentation, including detailed descriptions of critical situations.
- Understand the reporting process for ethical violations to the appropriate professional organizations or regulatory authorities.
- Intervene immediately and take action as necessary when a supervisee's job performance appears to present problems.
- Maintain familiarity with consensus- and evidence-based best practices in the treatment of substance use disorders.
- Seek supervision and consultation to evaluate one's personal needs for training and education, receive and discuss feedback on supervisory job performance, and implement a professional development plan.
- Development and maintain a personal wellness plan for physical and mental health.

Domain 3: Program Development and Quality Assurance

- Structure and facilitate staff learning about specific consensus- and evidence-based treatment interventions, program service design, and recovery models relevant to the organization and the population it serves.
- Understand the balance between fidelity and adaptability when implementing new clinical practices.
- Advocate within the agency for ongoing quality improvement, including strategies for enhancing client access, engagement, and retention in treatment.

- Support the organization's quality assurance plan and comply with all monitoring, documenting, and reporting requirements.
- Develop program goals and objectives that are consistent with the organization's quality assurance plan.
- Program development methods.
- Facilitate development and implementation of professional quality improvement guidelines, forms, and instruments to monitor client outcomes and/or upgrade organizational performance.
- Advocate for the organization's target population throughout the entire continuum of care as an agent of organizational change.
- Build and maintain relationships with referral sources and other community programs to expand, enhance, and expedite service delivery.
- Identify and assess program needs and develop a plan to improve clinical services and program development.

Domain 4: Performance Evaluation

- Communicate agency expectations about the job duties and competencies, performance indicators, and criteria used to evaluate job performance.
- Understand the concept of supervision as a two-way evaluation process with each party providing feedback to the other, including constructive sharing and resolution of disagreements.
- Assess supervisees' professional development, cultural competence, and proficiency in the addiction counseling competencies.
- Assess supervisees' performance of tasks and/or clinical functioning by interviews, observations, review of case records, use of evaluation tools, and client/family feedback.
- Differentiate between counselor development issues and those requiring corrective action (e.g., ethical violations, incompetence).
- Assess supervisees' preferred learning style, motivation, and suitability for the work setting.
- Institute an ongoing formalized, proactive process that identifies supervisees' training needs, actively involves supervisees in conjointly reviewing goals and objectives, and reinforces performance improvement with positive feedback.
- Communicate feedback clearly, including timely written feedback, regarding performance deficits, weak competencies, or harmful activities and ensure that supervisees understand the feedback.
- Address and manage relational issues common to evaluation, including anxiety, disagreements, and full discussion of performance problems.

- Self-assess for evaluator bias (e.g., leniency, overemphasis on one area of performance, favoritism, stereotyping) and conflict with other supervisory roles.
- Adhere to professional standards of ongoing supervisory documentation, including written individual development plans, supervision session notes, written documentation of corrective actions, and written recognition of good performance.

Domain 5: Administration

- Ensure that comprehensive orientation is provided to new employees, including areas such as the organization's client population, mission, vision, policies, and procedures.
- Develop, evaluate, and monitor clinical policies and procedures using regulatory standards to ensure compliance.
- Involve the supervisees in designing and scheduling their activities to maintain clinically effective service delivery.
- Participate in the hiring/termination, performance recognition, disciplinary action, and other personnel decisions to maintain high standards of clinical care.
- Ensure workforce is trained to meet service delivery needs.

Domain 6: Treatment Knowledge

- Have professional experience with and knowledge of the field of addictions, social and behavioral science, and self-help philosophy.
- Understand the limitation of addiction treatment in general; its relationship to sustained, long-term recovery; and the specific limitation of the models or design in use by supervisees.
- Understand the principles of addiction prevention and treatment.
- Understand the addiction process and recovery management.
- Understand the limitations of and appropriateness of assessment and evaluation tools utilized in the addiction field.
- Understand the use of pharmacological interventions and interactions.