

Partners in Wellness and Recovery: III. Role of Direct Service Providers (psychiatrists, social workers, counselors, psychiatric rehabilitation practitioners, service coordinators, etc (including consumer employees))

Task Area	Knowledge	Attitude	Skill	Behavior
Recovery	<ul style="list-style-type: none"> • Knows how to suspend judgment • Has knowledge of recovery practices and principles including "strengths" perspectives (48) • Has knowledge about the recovery process (48) • Knows that the definition of recovery is individual (2) • Has current knowledge set including: trauma issues, state-of-the-art therapeutic techniques and current "best practices" and the role of spirituality in an empowering recovery process • Keeps current with research evidence regarding treatment outcomes (19a, 30, 52)) • Is knowledgeable of self and own recovery process and progress (49) 	<ul style="list-style-type: none"> • Believes that recovery is possible and likely and that anyone can recover (48, 49) • Views individual as the director of his/her own rehabilitation process (35, 15) • Recognizes that recovery is a unique and personal process (3) • Believes in consumer choice • Believes in person's potential and strengths (42) • Believes in not doing for others what they are capable of doing or learning to do themselves • Believes in a collaborative partnership (46) • Willing to critically evaluate own beliefs and limitations 	<ul style="list-style-type: none"> • Expresses own feelings with honesty, openness and sincerity • Listens (48) • Assesses for trauma and aid in trauma support and recovery • Self-reflects and seeks professional development on style of support and encouraging recovery • Makes culturally/ linguistically appropriate referrals (49, 54) • Can differentiate "knowing" from believing (i.e., can recognize current therapeutic strategies as models/hypotheses, not fact) 	<ul style="list-style-type: none"> • Focuses on person's strengths (42) • Treats consumer as partner (10,48) • Consumer employee acts as role model for others in recovery • Seeks to build trust with person in recovery • Engages person in recovery in all decision-making processes • Steps back so person can do more • Supports person in making leaps of faith and taking risks (15) • Supports person's spiritual beliefs (42) • Conveys hope for and belief in person (27,51) • Provides training to person that focuses on problem solving skills (52) • Suspends own judgment

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Recovery, cont.	<ul style="list-style-type: none"> • Understands the importance of a person’s cultural /linguistic background in relation to assessment and service planning (49) and delivery • Understands the importance of a person’s cultural background as an integral of one’s recovery • Has understanding and knowledge of culturally-based folk and alternative healing systems and traditions (49,54) • Can differentiate treatment from issues of social control and cost containment • Knowledgeable of uses and limitations of medications 	<ul style="list-style-type: none"> • Considers cultural and ethnic background critically important in providing competent treatment and believes in the need for ongoing cultural training (49) • Considers that access to interpreters, translators and bilingual/bicultural staff is important in providing services • Believes that recovery is best supported when provider is of same cultural/linguistic background as person in recovery when all other things are equal (49, 54) • Believes that recovery is best supported by involving consumer-providers with experience with consumer culture • Willing to critically evaluate own beliefs and limitations • Considers access to interpreters and translators 	<ul style="list-style-type: none"> • Has the ability to work in cross-cultural treatment situations and honoring one’s preference for a provider of choice • Open to experiences of diversity • Also to facilitate the person’s decision-making using information, clarification and exploration of options • Supports person’s choice with respect to services and medications 	<ul style="list-style-type: none"> • Shows respect for the person’s view of who they are • Honors and respects the choices of the person in recovery, even if it seems that the person made/is making the wrong choice. • Can admit mistakes

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<i>Relationships</i>	<ul style="list-style-type: none"> • Knows the components of a helping relationship (6) • Learns new ways of engagement (48) • Helping relationship (6) • Knows the value of trust-centered treatment • Knows how to provide support without "doing for" someone • Knows how to share self (___) • Knows how to suspend judgment • Knows how to convey hope (42) • Knows the person in recovery lives a life in the community well beyond the mental health services they receive, a life where they make many independent choices and decisions • Knows that one must have cultural self-awareness and understand the impact this can have on the helping relationship and recovery 	<ul style="list-style-type: none"> • Believes that recovery is possible and likely for anyone (48, 49) • Believes that relationships need to be based on a high degree of trust [trust meaning honesty and that promises will be kept] (40b) • Believes in communication which is honest, open and supportive • Believes and trust what the person in recovery says • Believes in collaborative relationship (46) • Recognizes the power imbalance in the relationship between provider and person in recovery and tries to mitigate it where possible (6) • Believes culture and spirituality are important in recovery (42,49) 	<ul style="list-style-type: none"> • Establishes collaborative relationships (34, 46) • Advocates for persons in recovery with other staff • Addresses own personal needs • Does ethnographic interviews (54) • Identifies need for cultural/linguistic matching • Accesses consultants in cultural competence and cultural brokers (49) • Listens actively and engages people in an empowering recovery process (___) • Advocates for culturally competent services • Has the ability to provide recovery-oriented services in cross-cultural situations 	<ul style="list-style-type: none"> • Uses people first language (13) • Provides information to person in recovery & PSS (46) • Treats all people with respect and dignity • Shares own treatment philosophy (12) • Assists person in their recovery process and to develop their recovery and relapse plans (52) • Assists person in recovery to look at their Recovery Plan with respect to the involvement of their PSS • Assists person to articulate and accomplish their personal goals and expectations (21, 28, 34, 42)

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<i>Relationships, cont.</i>		<ul style="list-style-type: none"> • Respects cultural/linguistic differences (49) • Suspends own judgment • Knows that self-disclosure in a relationship with a person in recovery should be done only in the person's self interest not that of the provider, i.e., it can help establish bonds of trust and understanding, validate a person's feelings and provide examples of dealing with things differently (40b) • Values the need to utilize bilingual & bicultural providers and interpreters to provide linguistically appropriate services 		<ul style="list-style-type: none"> • Supports person in personal coping skills (52) • Teaches leadership and advocacy skills (52) • Attends to whether person thinks their needs are being met (38) • Practices hope-inspiring strategies (42) • Considers cultural background and it's relevance to the person's recovery (49) • Shares experiences with other providers about the positive importance of recovery model

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<i>Internal Systems</i>	<ul style="list-style-type: none"> • Knows/learns basic knowledge of available mental health services, resources and supports, including consumer and PSS self-help and advocacy groups • Has knowledge of culturally-based alternative healing systems and traditions • Is knowledgeable of barriers and obstacles to recovery within own organization 	<ul style="list-style-type: none"> • Believes system should support recovery • Believes system should be community based and not institutionally based • Acknowledges own responsibility to work to correct and to remove obstacles and barriers to recovery within the organization • Understands need to educate co-workers or co-providers 	<ul style="list-style-type: none"> • Identifies/ recognizes discrimination when it occurs within the organization • Assists in developing services, resources and supports including consumer and PSS self-help and advocacy groups • Advocates for people in recovery • Develops services, resources and supports to assure adequate community-based system resources and supports to assure adequate community-based system 	<ul style="list-style-type: none"> • Confronts discrimination when it is encountered within the mental health system of care • Uses respectful language when talking about others at all times • Is involved in developing recovery-oriented system (48) • Advocates for culturally competent services • Refers family members to psycho-educational groups • Assists with the development of in agency training on cultural competence

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<i>External Systems</i>	<ul style="list-style-type: none"> • Has full knowledge of community services, resources and supports • Is knowledgeable of barriers and obstacles to recovery in the community • Acknowledges the barriers and obstacles to recovery in consumers and how they effect consumers • Knows how to assist consumer in development of natural, including cultural and linguistic, supports (49) 	<ul style="list-style-type: none"> • Views greater community as both a resource and a partner in a "recovery" oriented system of care (43, 49) • Believes providers need to collaborate with the community to provide best supports for persons in recovery • Believes peer-self-help support services are an integral part of the recovery process (32) 	<ul style="list-style-type: none"> • Advocates for recovery-oriented mental health system • Confronts racism and discrimination in the community • Develops services, resources and supports to assure adequate community based system • Advocates for "recovery" with professional peer groups • Advocates for a culturally competent community-based system 	<ul style="list-style-type: none"> • Works collaboratively with community to assure appropriate resources and supports • Identifies/addresses discriminatory situations • Is involved with self-help services in the community • Facilitates the identification and use of natural supports to replace mental health resources (35,49) • Supports person in their educational, housing and vocational activities (42, 51, 52) • Assists person in using community services (52) • Speaks to community/ media about mental health (52) • Attends trainings on cultural competence