

Partners in Wellness & Recovery: VI. Role of Support Staff

Task Area	Knowledge	Attitudes/Values	Skills	Behaviors
<i>Recovery</i>	<ul style="list-style-type: none"> • Knows recovery is possible and likely for anyone (48, 49) • Has understanding of recovery principles 	<ul style="list-style-type: none"> • Believes recovery is possible (48) • Respects and values diversity 	<ul style="list-style-type: none"> • Expresses own feelings with honesty, openness and sincerity 	<ul style="list-style-type: none"> • Participates in ongoing cultural competency and recovery trainings (48)
<i>Relationships</i>	<ul style="list-style-type: none"> • Knows how to engage people • Understands the importance of a person's cultural/linguistic background (49) • Knows cultural self-awareness is key to respectful interactions and communication 	<ul style="list-style-type: none"> • Respects each persons as a separate and unique individual • Respects cultural/linguistic differences (49) 	<ul style="list-style-type: none"> • Asserts role as team member • Listens (48) • Builds positive relationships with people in recovery (48) • Assists people in recovery with appointments, paperwork, etc. (48) • Able to understand discriminatory behaviors/situations when they occur 	<ul style="list-style-type: none"> • Collaborates with other staff • Uses language which is respectful to others • Participate in training related to developing positive relationships with other staff and persons in recovery (48) • Provides access to interpreters and translators
<i>Internal Systems</i>	<ul style="list-style-type: none"> • Has extensive knowledge of the mental health system and how to refer people (48) 	<ul style="list-style-type: none"> • Believes system should support recovery 	<ul style="list-style-type: none"> • Helps people to feel welcome (49) • Refers people to culturally appropriate services (49) 	<ul style="list-style-type: none"> • Uses respectful language when talking about others, including staff meetings and other places apart from persons in recovery. • Addresses discrimination when it occurs • Participates in agency cultural competency training
<i>External Systems</i>	<ul style="list-style-type: none"> • Has extensive knowledge of community resources and how to connect with them (48) 	<ul style="list-style-type: none"> • Believes people have the right to not be discriminated against 	<ul style="list-style-type: none"> • Makes appropriate referrals (48) 	<ul style="list-style-type: none"> • Uses respectful language when talking with or about others