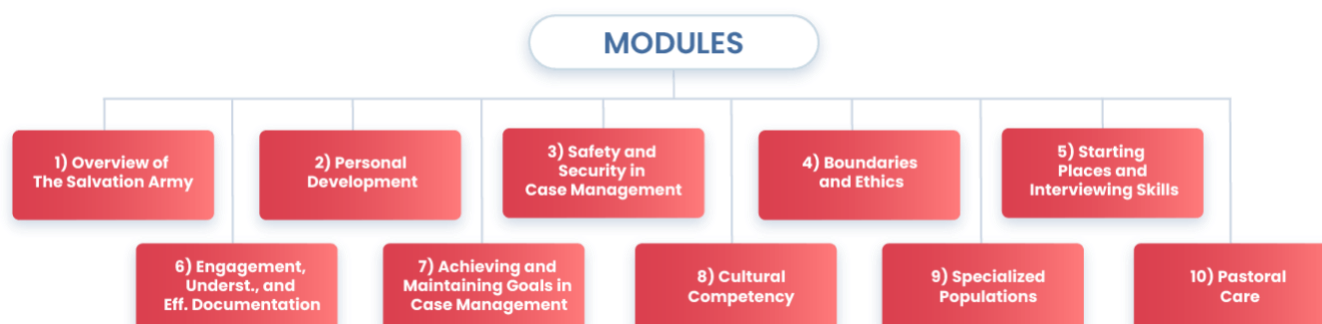


Caseworker Certification Program



CASEWORKER CERTIFICATE



The program encompasses ten training modules. These modules contain videos, readings, and quizzes that move the caseworker through a body of knowledge essential to sound case management. In addition, the curriculum supports several initiatives, such as Pathway of Hope and the revised *Faith in Action* textbook distributed in 2017, which will be required for the coursework.

A brief description of the ten modules are as follows:

1. **Overview of The Salvation Army:** This module sets forth the historical events and theological commitments that account for the advancement of The Salvation Army into social ministries.
2. **Personal Development:** This course introduces participants to the critical ways of thinking, being, and doing that can help improve one's mindset, performance, and overall well-being.



3. **Safety and Security in Case Management:** This course provides tips on keeping yourself safe and aiding in de-escalating behaviors while working with clients.
4. **Boundaries and Ethics:** This module introduces ethical social services practices and the importance of adhering to the Salvation Army Social Services Code of Ethics.
5. **Starting Places and Interviewing Skills:** In the module, participants will gain a level of understanding of the necessary communication skills for case management.
6. **Engagement, Understanding, and Effective Documentation:** This module introduces engagement, and empathy. It also provides information and tools for understanding a client's situation in context and guidelines for writing accurate and effective case notes.
7. **Achieving and Maintaining Goals in Case Management:** The use of action steps, strategies to overcome barriers/challenges, and approaches for maintaining client gains/stability will be covered, along with the integration of pastoral care and community collaboration/advocacy.
8. **Cultural Competency:** This course helps staff become self-aware and mindful by exploring one's social identity, along with providing the tools for a cultural model of care and an understanding of biases.
9. **Specialized Populations:** This module introduces participants to four key areas where additional knowledge and skills are needed to practice compassionately and effectively with specialized populations.
10. **Pastoral Care:** This module introduces learners to foundational pastoral care concepts and the National Social Services Standards for Pastoral Care, with the vision of providing a holistic approach to mission-driven service.

For more information, please contact your Divisional Pathway of Hope representative.

