

# Office Support Assistant Staff Development Plan

## **New Employee Orientation: Web-Based Components**

- Administrative Information
- Americans with Disabilities Act
- Equal Employment Opportunity (required by OHRM every 2 years)
- Harassment Prevention
- HIPAA: Health Insurance Portability and Accountability Act
- Introduction to the Region and Continuous Quality Improvement
- Preventing Disease Transmission (required by DCBS yearly)
- Professional Development and Training
- Providing Language Access to Limited English Proficient Persons
- Random Moment Sampling
- Recovery Champions: Introduction to Substance Use Disorders
- Safety First (substitutes for the Workplace Violence Prevention requirement for OHRM; required every 2 years)
- Safety Overview, Active Shooter, and Code Adam
- Technology and Information Management

## **Required Before Additional Courses Taken in Program Area:**

- Introduction to Community Based Services

## **Program Specific Required Training:**

- TWIST for Office Support Assistants (P & P only)

## **Additional Course Requirements: Web-Based Components**

### DCBS Requirements

- Civil Rights Review (required yearly for Family Support Staff)
- Continuous Quality Improvement (CQI) Overview
- Domestic Violence: Basic
- Domestic Violence: Biennial Continuing Education (required every 2 years)
- Elder Abuse: Continuing Education (required every 2 years)
- Elder Abuse: Initial Course
- Ethics Awareness (required yearly)
- Harassment Prevention: Refresher (required yearly by DCBS)
- Kinship Care: Navigator – Overview
- Responding to the Impact of Implicit Bias
- Telephone Skills
- Understanding Cultural Differences and Implicit Bias
- Understanding Human Trafficking
- Using Narcan Nasal Spray for Opioid Overdose Emergencies (required yearly)

### OHRM Requirements

- Anti-Harassment Awareness (TRIS WBT Harassment Prevention: Refresher substitutes this OHRM requirement; required yearly)
- Workplace Violence Prevention (TRIS WBT Safety First substitutes this OHRM requirement; required every two years)
  
- \*Accurate Time Reporting
- \*Active Shooter
- \*CHFS Hazardous Communication Training Program
- \*CHR Emergency Action Plan (required for CHR Building staff ONLY)
- \*Executive Branch Ethics Online
- \*Guide to Performance Management for Employees
- \*Performance Management Orientation Video
- \*Security Awareness

## **Office Support Assistant Staff Development Plan**

\*Staff will self-register and complete these online trainings in Commonwealth U (MyPurpose) within 30 days of being hired. Basic site navigation training, **Learning Your Way @ Commonwealth U**, should be completed first.

*Note: Training credit is not captured in TRIS for courses on CommonwealthU/MyPurpose. Training credit is reflected on your Transcript in the MyPurpose system.*