



Frontline Supervisor Credential (FLSC)

Program/Module Descriptions

The Frontline Supervisor Credential (FLSC) is a series of Modules that focuses on developing the knowledge and skills of the new or seasoned Frontline Supervisor. The FLSC requires sixty (60) hours of instruction. Additionally, to complete the FLSC, learners are required to show competence in specific areas through the National Alliance for Direct Support Professionals' (NADSP) E-Badge Academy.

Module 301 - Professionalism and Self-Development for Supervisors

This Module identifies common challenges of supervisory positions and brainstorms responses to those challenges. Learners evaluate their own supervisory skills, consider ways to build on their personal strengths, and explore organizational leadership and its impact on the culture and success of organizations.

Module 302 - Ethical Standards in the Workplace and Supporting DSPs in the Practical Application of NADSP's Code of Ethics

In this Module, learners explore NADSP's Code of Ethics and its implications for the workplace team by applying the Code to real-life work situations. The group also discusses ways in which DSPs are supported when facing ethical dilemmas.

Module 303 - Promoting a Safe and Healthy Environment for Individuals and Employees

The first portion of this Module guides learners through general back health, how to maintain it, and how to avoid back pain at work. Learners also discuss environmental emergencies and other crisis situations, including events related to weather, fire, and acts of terrorism, and then examine real-life case studies to learn how to better prepare for, predict, and respond to these types of emergencies.

Module 304 - Elements of a Support Plan that Promotes Health, Safety and Wellness

This Module enables learners to demonstrate practical knowledge of medical tracking and communication tools for documenting and sharing information

between Frontline Supervisors, other staff, supported individuals, and medical providers. The Module also discusses common safety hazards and the prevention of accidents, as well as proper techniques for medication administration, and for following universal precautions practices.

Module 305 - Discovering and Developing Life-Enhancing Outcomes and Action Plans

In this Module, learners demonstrate the ability to identify and design life-enhancing outcomes and their respective action plans in collaboration with the individuals they support.

Module 306 - Understanding the Person-Centered Planning Process

This Module examines the practice of, and tools used in the person-centered planning process, and provides learners with opportunities to demonstrate their knowledge. Learners also explore methods of teaching self-determination skills to supported individuals and techniques for involving DSPs in the person-centered planning process.

Module 307 - Supporting Active Community Engagement to Fulfill Dreams and Goals

In this Module, learners demonstrate their understanding of person-centered planning as that process relates to supported individuals exploring and achieving goals. Learners discuss how to use person-centered planning to identify and facilitate actions to help individuals live happy and fulfilled lives, and they work together to classify steps for building collaborative support teams.

Module 308 - Assisting with the Development of Support Networks

This Module examines support networks – what they are, and how they can promote independence and inclusion. Learners discuss some of the tools used for helping to engage supported individuals with their communities, including Social Role Valorization and Asset-Based Community Development. Learners identify challenges and opportunities for fostering independence and community inclusion.

Module 309 - Enhancing Personal and Professional Relationships on the Team

Learners explore how Frontline Supervisors can enhance personal and professional relations among team members by teaching, facilitating, and encouraging team collaboration and communication. The group also discusses the crucial role of mentors in the collaboration process.

Module 310 - Elements of Effective Team Communication and Optimal Team Dynamics

In this Module, learners explore how Frontline Supervisors can teach, facilitate, and encourage communication among team members. The group discusses team communication and collaboration elements that must be present for a team to be optimally effective.

Module 311 - Oversight of Financial Activities

Learners in this Module identify specific teaching tools and other methods to help supported individuals participate as much as possible in the administration of their own finances. The group reviews best practices for quality control and for assisting people in money and property management.

Module 312 - Advocacy and Public Relations

This Module explores how to relate to the public and build connections by educating community members about the rights and potential contributions of people with disabilities. The group learns how to advocate for and with individuals who receive supports for services and opportunities that promote safe, respected, and valued participation in their communities.

Module 313 - Best Practices in Recruitment, Hiring, and Retention

This Module discusses human resources challenges faced by the I/DD field, particularly regarding recruitment and retention of Direct Support Professionals. Learners identify desirable qualities and traits in a DSP, and design interview questions intended to reveal these traits in applicants. The group also builds the supervisory and team action set to help facilitate successful orientation and socialization of a newly-hired DSP.

Module 314 - Development and Providing a Realistic Job Preview

Learners discuss and consider the residual benefits of a realistic job preview, for both greater job satisfaction and retention of newly hired DSPs. The Module reviews methods of providing realistic job previews used in the recruitment process; implementation considerations for the various types of realistic job previews; and the pros and cons of each realistic job preview type as it relates to the characteristics unique to the employing organization and position.

Module 315 - Fair and Effective Progressive Discipline

Learners in this Module gain a clear understanding of the progressive disciplinary process, including its purpose and best practices, which range from timely and effective communication of expectations to assessment and evaluation of staff, training and constructive feedback, and the appropriate documentation at proper times in the disciplinary process.

Module 316 - Techniques for Addressing Difficulties with Employees

This Module examines the reasons some Frontline Supervisors delay addressing and correcting difficulties with employees. Learners discuss different degrees and types of difficulties presented by employees, identify how supervisory attitudes toward employees either positively or negatively impact resolving core difficulties, and study techniques for addressing difficulties.

Module 317 - Cultural Competence and the Value of Diversity

In this Module, learners demonstrate their ability to provide culturally informed supports and services, discuss the benefits of working within a diverse team, and review federal laws related to discrimination.

Module 318 - Skills Required for Guiding, Managing, and Monitoring a Team

Learners in this Module review NADSP's Code of Ethics and evaluate the Frontline Supervisor as an ethical role model for the team, among the various roles taken on by an effective supervisor. The group also discusses the skills and actions deployed by an effective supervisor to monitor and direct the team.

Module 319 - Best Practices for Conducting Effective Meetings

This Module discusses the five golden rules for conducting a variety of meetings, including performance reviews, team/staff meetings, and collaborative planning discussions with supported individuals.

Module 320 - Conducting Performance Evaluations: Goal-Setting, Coaching, and Effective Appraisals

In this Module, learners explore effective techniques for designing employee goals, aligning these goals to larger team and organizational goals, and developing employee and team goals that cascade from larger missions. The group demonstrates best practices related to coaching and building solid relationships with direct reports, with an emphasis on procedures that enhance the accuracy and effectiveness of performance appraisals.

For more information, contact inquiries@oadsp.org.