



CYRENIAN HOUSE

## **Building Better Staff Teams In TC's**

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*What kind of team skills, practices and dynamics are desirable for a successful staff team in a TC?*



# **THERAPEUTIC COMMUNITIES: UNIQUE CHALLENGES**

**Twenty-Four Hour vs  
Nine-to-Five Workplace**



## THERAPEUTIC COMMUNITIES: UNIQUE CHALLENGES

### Staff/Resident Relationships

#### *Aspects of program delivery – Staffing Dimensions*

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|----|---|
| 67 | <i>Through active participation in all aspects of the community, staff ensure the safe environment and positive functioning of the TC is developed &amp; maintained, encourage resident participation &amp; interaction, &amp; appropriate therapeutic interventions.</i> |
| 68 | <i>Staff may involve themselves in activities such as recreation, meal preparation, dining and chores, on an equal footing with residents, as means of emphasising their membership of the community and their participation as role models.</i>                          |
| 69 | <i>Interactions between residents and staff in an informal context during daily activities help establish a relationship that facilitates therapeutic interactions</i>  |
| 70 | <i>Staff serve as role models for shared community values.</i>  |
| 71 | <i>Staff offer personal experience as part of the therapeutic interaction.</i>  |

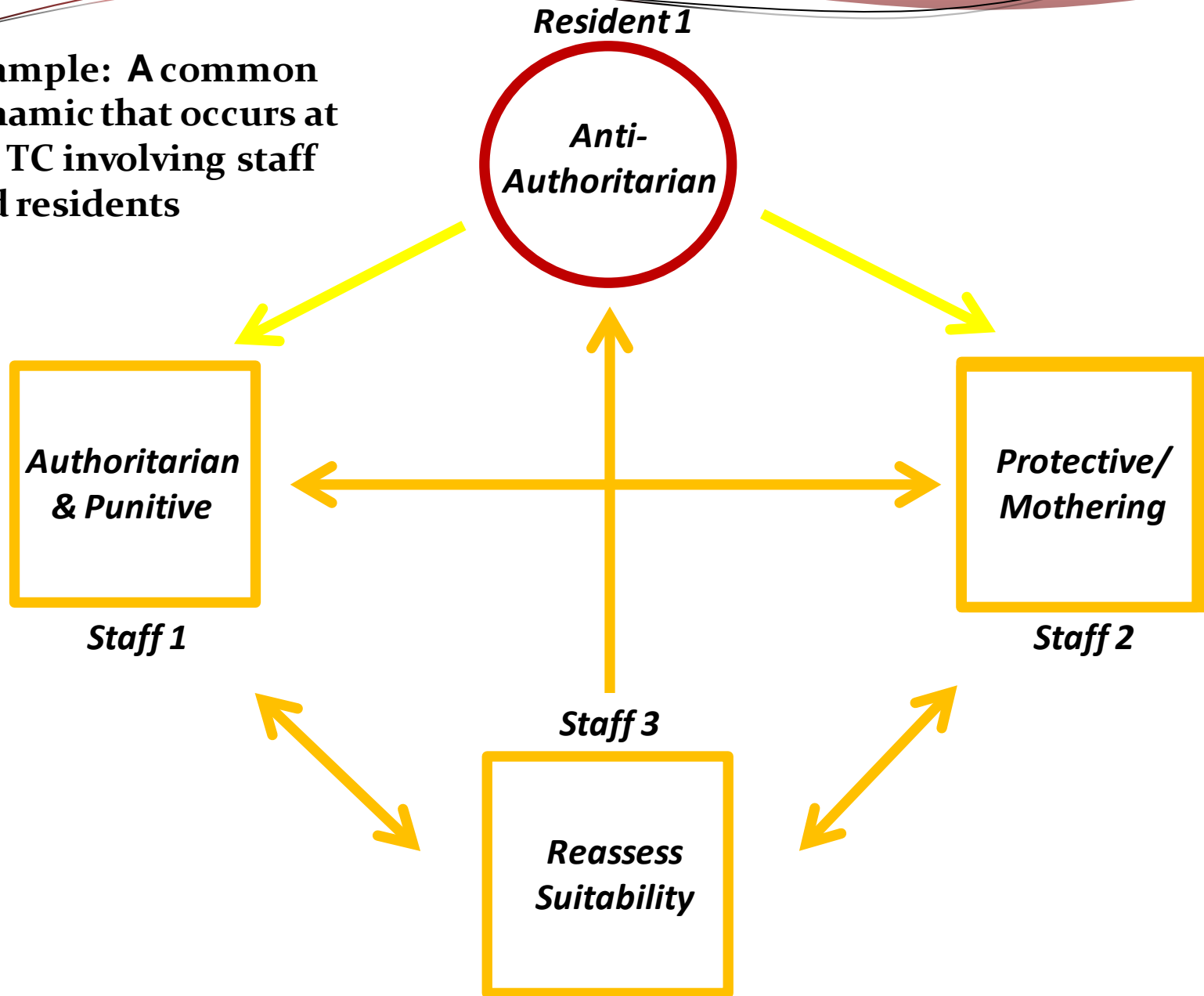


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# THERAPEUTIC COMMUNITIES: UNIQUE CHALLENGES

## Residents in Crisis

**Example: A common dynamic that occurs at the TC involving staff and residents**





## **RESPONDING TO UNIQUE CHALLENGES:**

### **Developing Team Culture**

- *Permission to ask the hard questions with each other-  
challenging and selfreflective*
- *Safety – openness and honesty*
- *Regular debriefing*
- *Spread of staff duties and roles*
- *Humour*



## **RESPONDING TO UNIQUE CHALLENGES: Supervision**

- *Clinical guidance for the team promoting direction, cooperation, unity and support*
- *Accountability*
- *Helpful and constructive suggestions, advice and criticism for professional improvement.*
- *Provides an opportunity to identify and acknowledge team members strengths and weaknesses.*
- *Provides the opportunity to tap into these strengths*





## **RESPONDING TO UNIQUE CHALLENGES:** **Client Management**

- *Responding vs reacting to crisis and chaos- using 'Community as Method' vs staff as fixers*
- *Therapeutic agreements to prevent splitting and inconsistency- All on the same page*
- *Balanced program and spread of groups- delay gratification and lessen intensity*



## **RESPONDING TO UNIQUE CHALLENGES: Structure in Group Work**

- *Role clarity and credibility*
- *Co-facilitating style- 'Community as Method'*
- *Senior TC worker role*
- *Debrief-giving and soliciting feedback*



## **RESPONDING TO UNIQUE CHALLENGES:**

### **Daily Structure**

- *Planning of day*
- *Planning of staff roles and duties*
- *Staff and team meetings- cohesion, and team building*
- *Case management*
- *Staff handover*



## RESPONDING TO UNIQUE CHALLENGES

### Boundaries

- *Clarity of TC's values and rules*
- *TC hierarchy- roles and responsibilities*
- *Staff with residents- rational authority*
- *SO MANY HATS TO WEAR!*  
*Work load and self care- Awareness of own limitations*



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**How do you know when your team is  
not running so well?**