

## ABSTRACT SUBMISSION AIC 2016: #95

### 1. Title:

Evidence Based Approaches to Coaching for Effective Implementation in Child Welfare Services

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### 3. Abstract text:

Effective training and coaching of staff in the skills required to implement evidence based approaches has been identified as one of a number of key elements of effective implementation frameworks (Myers, Durlak & Wandersman, 2012). Drawing particularly on the coaching driver as described in the Active Implementation Framework (Blase, Fixsen, Naoom, & Wallace, 2005). approaches to coaching identified in (ref here our evidence based coaching approach). This presentation focuses on capacity building through coaching at the caregiver and practitioner level. Training on its own is often over used and under delivers as a strategy to improve practitioner skill. On-the-Job training (sometimes referred to as coaching or consultation) however is an implementation strategy that can develop practitioner behavioural skills, and build accountability and adherence. Coaching uses a specific set of techniques and coaching the 'coach' was undertaken as part of the implementation of the Uniting 'Working with Families Effected by Domestic Violence' practice framework. Practitioners were coached by an internal Practice Coach and Implementation Specialist via on the job training methods (live observation, role play, case reviews, review of work samples and feedback) focussing on outcomes to increase family safety, parental coping and parenting skills. These coaching techniques also support adherence to the program structure and practices and principles of the model. In a continuous quality improvement process the practitioner, coach, supervisor and managers worked together to improve outcomes for vulnerable families. Effective implementation strategies, dosage and the 'human factor' will be discussed as well as factors that hinder implementation at the individual and organisational level. Implementation strategies to increase family safety, parenting skills and parental coping strategies at the practitioner and coaching level will be presented through a case example.