

Policy

Influential Policy/Law

TCA Title 63 (Professions of the Healing Arts Chapter) Chapter 23 (Social Workers) Section 101-113:

These codes are a group of laws that govern the state of Tennessee in areas such as licensing requirements of practice for BSW, MSW, LCSW, DSW, renewal of licenses, privileged communication, denial-suspension-revocation of licenses, rules and regulations, reciprocity, special license for work in free clinic, and criteria for use of title social worker.

Intent of Policy/Description

The intent of the policy (TCA Title 63 (Professions of The Healing Arts Chapter) Chapter 23 (Social Workers) Section 101-113) is to regulate and make sure that social workers have adequate education and appropriate licensure for practice. These laws govern the standards of care provided to clients by social workers. This group of laws also requires social workers to be accountable for the privileged communication between clients and workers.

Organizations apply this code in that they will not seek to employ anyone into a position of social work who does not have a baccalaureate, masters or doctoral degree in social work from an accredited social work program. Individuals in a social worker role must also possess appropriate licensure in accordance with Tenn. Code Ann. § 63-23-101-105. At the heart of social work education is the premise that many social work careers share a common set of core competencies. These include knowledge of human behavior within its social context, professionalism and ethics, knowledge of social service delivery systems, and ability to make sense of social research.

The targeted population for which these laws were written are all individuals who are attending school for social work or have completed an accredited social work program. These laws also ensure that clients who receive services are receiving adequate services by appropriately trained social workers and therapists. This law ensures social workers obtain and maintain continuing education hours and training for their licenses.

The Association of Social Workers Board, the National Association of Social Workers, as well as the program director, who holds a LCSW will oversee that the organization will follow the laws and regulations set forth by the board as well as the codes set forth by the state of Tennessee. The Council on Social Work Education sets the standards for undergraduate and graduate education. The Association of Social Work Boards develops and administers nationwide licensing exams.

The goals of these laws are to govern the professionalism of the social work practice. Years ago, the social work profession was not regulated, and anyone could do the work of a social worker without licensure or a degree in social work. Social work had a professional identity even in the early 20th century. Today, there are more formal standards in place. These laws address the problem of preventing the hiring of anyone unlicensed or without adequate education.

Application of Policy with Healing Hearts

The ways in which TCA Title 63 (Professions of The Healing Arts Chapter) Chapter 23 (Social Workers) Section 101-113 influences Healing Hearts' organization is that the TCA is a group of laws governing what counselors, therapists, and social workers can and cannot do in practice. These codes are used to protect professionals that work with clients, protect clients that work with professionals, and organizations from liability by licensure. The licensure ensures that professionals have taken a test and do possess the qualities and competencies needed to work with clients at Healing Hearts. Another section of this code requires continuing education (CEU's) and Healing Hearts will not only require but mandate that all professionals working at the organization be trained in trauma informed practice following the guidelines set forth by the Department of Health and Human Services and SAMHSA (Tenn. Code Ann. § 63-23-101-113). One of the reasons Healing Hearts will require and mandate training in trauma is because standard practices and different elements of treatment, can re-traumatize people who have a history of trauma.

At Healing Hearts organization, many different levels of social workers will be employed and the different levels are based on the qualifications, levels of education standards set forth by the state of Tennessee, and the association of social work boards (Tenn. Code Ann. § 63-23-101-

113). The social workers with higher levels of education, can develop advanced competencies in specialty areas. These social workers will be used as program director, supervisors, clinicians, and administrators. The focus will be on the populations of trauma, PTSD, and childhood abuse (US Department of Health and Human Services/SAMHSA. 2014). Healing Hearts will also use volunteers that need practicum hours for graduation as interns and will be trained in trauma informed practice.

While each state defines the scope of practice a bit differently, clinical social work generally involves diagnosing and treating mental disorders. In short, clinical social workers are mental health practitioners that Healing Hearts will be employing and using in many different contexts (Social Work Licensure 2020). At Healing Hearts, the governing standards will be used as set forth in the TCA 63-23-101-113. Healing Hearts agency prefers to use social workers because they often bring a unique perspective to the role of Social work, social work programs emphasize looking at human behavior in a societal context and encourage a strengths-based perspective (Social Work Licensure 2020).

Healing Hearts Applied Policy

Recruiting of social work employees and volunteer policy. Healing Hearts organizational volunteers and employees are committed to providing exemplary service to victims of trauma 18 years and older who reach out to the organization for help. Healing Hearts seeks to create and maintain a safe and secure environment with trained workers who have an in-depth understanding of trauma prevalence and impact. Services will be trauma specific, following a holistic approach, strength based, recovery focused, and consumer driven.

Healing Hearts has a stringent hiring procedure, which is to ensure that they hire the most qualified and competent individuals to be a part of their organization. Healing Hearts being a trauma care center requires the employment of individuals who have adequate qualifications and are comfortable working with individuals who have been victims of trauma. Healing Hearts endeavors to recruit employees and volunteers in accordance with state requirements.

Healing Hearts believes that hiring qualified individuals to fill positions will contribute to the organization's overall success. Healing Hearts seeks to abide by the TCA Title 63 (Professions of The Healing Arts Chapter) Chapter 23 (Social Workers) Section 101-113 laws

when recruiting social workers and volunteers for positions within the organization. The recruiting of social work employees and volunteer policy seeks to ensure that social work employees and volunteers have adequate education and appropriate licensure to meet the varied needs of Healing Hearts clients and in compliance with the Department of Health and Human Services. In an effort to provide effective service for clients; Healing Hearts has mandated that social work employees hold a BSW or MSW license, and volunteers who do not have a license, should be in the process of obtaining their licensure.

Healing Hearts is a trauma care center, works with individuals who are vulnerable, and have been through very traumatic experiences. The organization strives to ensure that staff at the organization is knowledgeable and equipped to work with these individuals. Healing Hearts thus mandates that all professional staff attend monthly trauma training. Trauma informed training is to provide a safe and secure environment that seeks to reduce the likelihood of re-traumatization or re-victimization of clients. Through a combined effort, Healing Hearts seeks to provide an array of trauma specific services that are evidenced based meeting the varied needs of the clients with qualified trauma informed staff.

Policies and Procedures Regarding Grievance Policy

Healing Hearts wants to provide a comfortable, productive, legal and ethical work environment. The organization allows employees and volunteers to bring any grievances relating to the work environment to the proper director of operation. If the concern has not been evaluated and fixed if needed, then employees can contact the next person of authority. With those concerns Healing Hearts has instituted the following grievance procedure:

If the employee or a volunteer does not receive a response within ten business days after providing all the proper documents to the director of operation, then the employee would contact the next person in authority. If the issue is classified as an immediate concern, the employee can notify the director of operation to schedule a meeting.

If an employee or volunteer experiences any type of inappropriate conduct from any other individual affiliated with Healing Hearts, an immediate consultation with their supervisor should be completed. If the issue has been a repetitive concern, and it has not been resolved, an

immediate urgent meeting must happen with the supervisor, director and the employees. Afterwards, a document should be written and should include the issue in as much detail, the individuals involved, and a possible solution.

Purpose

It is the purpose of this grievance policy to help maintain a positive and safe environment with respect and responsibility towards one another. It is also intended to avoid unnecessary complaints. Healing Heart will not promise that the issues will be addressed the way the employee or volunteer will want; however, the purpose is to address the concern in a quick and effective way.

Policies and Procedures Regarding Conflict of Interest

The employees or volunteers of Healing Hearts are required to conduct themselves at all times in accordance with good professional judgment for the sole benefit of the organization and in such a manner as to not create a conflict of interest or appearance of such conflict.

A conflict of interest exists when an employee's duty to give individual loyalty to the Healing Hearts can be prejudiced by actual or potential benefit from another source. An employee should refrain from entering into any particular transaction or establishing any relationship with others if the employee's duty of loyalty and diligence to the Healing Hearts is or may be impaired.

Following are some examples of actions or activities, which may create an actual conflict of interest, or give the appearance of a conflict

- Engaging in any outside activity, which detracts from the efficiency of your duties as an employee of the Healing Hearts. This includes going on a date with employees.
- Engaging in any activity which conflicts with the interest or purpose of the Healing Hearts.
- Engaging in any financial, business or other relationships with current or potential grantees of the foundation.

- Accepting in any form whatsoever, any remuneration, compensation or gift from current or previous clients of the Healing Hearts. Likewise, no employee shall provide or give gifts or favors to others where these might appear designed to influence improperly others in their relations with the client of Healing Hearts.

All employees are under a continuing obligation to make full disclosure to the Director of Healing Hearts of all situations involving either actual or potential conflicts of interest, whenever such situations may arise. If the Director of Healing Heart determines that a conflict of interest or appearance of such conflict exists, the employee may be asked to correct or remedy the situation immediately. Depending on the circumstances, an employee may be subject to discipline, up to and including termination, for having engaged in conduct, which constitutes a conflict, or for failing to disclose promptly a situation involving an actual or potential conflict of interest.

Whistleblower Policy

Reporting Responsibility

The intent of the whistleblower protection policy at Healing Hearts is to have a system that encourages employees to raise serious concerns when they suspect illegal practices, so that Healing Hearts can address those issues and take corrective actions as deemed necessary. Healing Hearts seeks to uphold the standards of the organization by acting with integrity and honesty to the best of their ability. All employees and volunteers of Healing Hearts are encouraged to be proactive in reporting any action or suspected action that conflicts with codes, laws and regulations that govern the organization.

No Retaliation

No employee or volunteer at Healing Hearts who in good faith reports a violation or cooperates in the investigation of a violation shall suffer harassment, retaliation or adverse employment or volunteer consequences. Any individual within Healing Hearts who retaliates against another individual who in good faith has reported a violation is subject to discipline, including termination

Whistleblower Reporting Procedure

If an individual at Healing Hearts reasonably believes that a violation has occurred, the individual is encouraged to share his/her questions, concerns, complaints or suggestions with any individual in management to be able to address them properly. If an individual is uncomfortable speaking with his/her supervisor, they can speak with anyone in management with whom they feel comfortable approaching.

Confidentiality

Healing Hearts complaints of violations can be submitted on a confidential basis by the complainant, or by filling out a reporting form that can be anonymous and placing it in a drop box. Reports of violations or suspected violations will be kept confidential to the best extent possible, in accordance with the required needs to conduct an adequate investigation.