

# Hostels Training Centre Certificate Supervisors/Managers (HTCCSM) Criteria

## **Pre-requisite Courses:**

1. Shelter Standards Training
2. Standard First Aid and CPR
3. Crisis Prevention Training (Non-Violent Crisis Intervention CPI **or** Understanding and Managing Aggressive Behaviour UMAB **or** Defusing Hostility – Crisis Intervention with the Hostile and Aggressive Individual)
4. Documentation Skills Introduction **or** Advanced **or** Record Keeping and Client Information
5. WHMIS (Workplace Hazardous Materials Information System)
6. Transgender/Transsexual Awareness for Shelters: Making Services Safe and Accessible **or** My Issues Their Barriers

Candidates are required to take the **six mandatory courses** listed below and **two of the nine elective courses** for receipt of the Hostels Training Centre Certificate For Supervisors And Managers (HTCCSM).

## **Mandatory Courses:**

1. Anti-Racism/Anti-Oppression Introduction **or** Advanced **or** Managers/Board Members
2. Competent Supervisor Under the Occupational Health and Safety Act
3. Introduction to Supervision **or** Advanced Supervision **or** Managing Difficult Situations **or** Supervision in a Unionized Setting
4. Managing and Leading on Diversity
5. Program Evaluation\* **or** Team Development
6. Policy Development\* **or** Effective Proposal Writing \* **or** Financial Fundamentals\*

## **Elective Courses:**

1. Case Management Introduction **or** Advanced
2. Conflict Resolution and Negotiation Skills Introduction **or** Advanced **or** Supervisors/Managers
3. Cultural Diversity Training
4. Exploring Urban Aboriginal Issues
5. Mental Health – An Overview **or** Mental Health Part II **or** Youth Mental Health and Addictions
6. Motivational Counselling Techniques Introduction **or** Advanced
7. Substance Use and Abuse— Introduction **or** Advanced
8. Working and Developing Programs for FASD Children, Youth and Adults **or** Hidden Disabilities
9. Ontario HIV and Substance Use Training Program (two-day training)

\*The Toronto Hostels Training Centre will accept equivalency for the one day Wellesley Institute workshops offered by The Chang School, Ryerson University and from the Volunteer Lawyers Service.