

Understanding Coworker's Roles

Background Notes

Successful child welfare work requires teamwork due to the complexity of the job. Casework responsibilities are organized differently throughout the state. This activity provides the opportunity to learn more about how to best work with your coworkers to ensure successful, timely outcomes for your families.

Tasks / Assignments:

- This task is threefold. The first task involves finding out how to contact people in your office, the second is talking to support staff and the third is talking to a coworker who does similar work to yourself.
- Locate your branch staff phone directory. Find out how to use e-mail in your office system.
- Find out who your support staff are. Talk with them about the typical ways they interact with caseworkers. What activities do they perform for caseworkers? Find out how they would best like you to communicate with them or request assistance from them.
- Interview a caseworker who does similar work to you recommended by your Supervisor. Find out how they receive new assignments, how they prioritize their work in general and their day specifically. What techniques do they have for managing the fast paced, multi-task demands of their work?

Discoveries:

- *Who are the people you can ask for help in your office?*
- *What did you learn that will help you be efficient in your work?*