

# Complex Care Certificate for Team Leaders

The **Complex Care Certificate for Team Leaders** is an online curriculum created for current and aspiring supervisors, program managers, and directors supporting healthcare and social service teams and programs in the complex care space.

The course content is rooted in the core competencies for complex care team leaders, providing practical knowledge, skills, and tools in key supervisory and management areas: leadership, team culture, supervision, program operations, strategic partnerships, and advocacy.

## Who can benefit from this curriculum

The **Complex Care Certificate for Team Leaders** was designed for supervisors, program managers, and directors across healthcare and social service disciplines and settings, including:

- Current supervisors supporting staff delivering care to individuals with complex needs
- Interdisciplinary professionals responsible for managing and sustaining complex care programs
- Directors leading staff and programs across the complex care field
- Emerging leaders preparing to transition into supervisory and management roles.



“One of the reasons I think people should take this training is because it was made by people who have walked the walk. It was made by people who you could tell weren’t just doing lip service.”

— Peer Support Specialist and Peer Manager

## There are two ways to complete the certificate

### Learning collective

The Learning collective is a **cohort learning experience with other team leaders from across the country**. With this option you will:



- Complete all asynchronous courses in the curriculum on a structured schedule
- Participate in monthly, virtual discussions with other certificate learners that are facilitated by subject matter experts and designed to deepen your understanding and create peer connection

The Learning collective opportunity is for individuals who are interested in **furthering their expertise by engaging with other team leaders and following a structured learning schedule**.

### Independent learner

The Independent learner opportunity **gives you the flexibility to complete the asynchronous curriculum entirely on your own schedule**. With this option you will:



- Start the asynchronous courses whenever you’re ready
- Progress through the courses at the pace that works best for you and your workload

The independent learner option is for individuals who **want to deepen their knowledge and practice while maintaining a flexible learning schedule and focusing on individual reflection**.

## Courses

### Lead with purpose

Learn how to identify and develop a leadership style, connect to others in the complex care field, and effectively facilitate discussions.

### Foster team culture

Gain skills and strategies to create psychological safety within your team, manage a multidisciplinary team, and promote collective leadership across all staff members.

### Supervise with impact

Understand techniques to build relationships with staff, support staff with lived experience, and deliver effective reflective supervision.

### Manage program operations

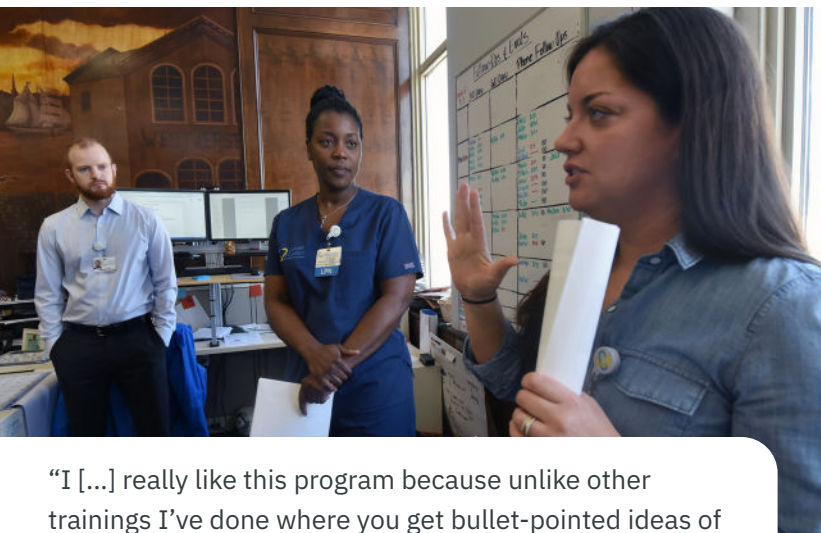
Learn the knowledge and strategies to design, manage, and improve complex care programs.

### Build strategic relationships

Understand how to identify and map community partnerships, build and strengthen partner relationships, and collaborate with organizations across systems.

### Advance multi-level advocacy

Learn processes to advocate for staff, team, programs, and patients.



“I [...] really like this program because unlike other trainings I’ve done where you get bullet-pointed ideas of how to do things, this particular program gives you really solid, tangible skill sets that you can utilize on a day-to-day basis. I think that everybody in the complex care field should be taking this.”

— Clinical Program Director

## What to expect

- Experience multiple online learning methods, such as videos, interactive activities, and reflection and discussion questions
- Download 40+ resources, tools, and templates to immediately use in your practice
- Use post-course activities to apply the curriculum information to your work
- Claim CEU credits upon completion of each course
- Make meaningful connections with other learners through face to face, virtual course debriefs **(Learning collective exclusive!)**
- Learn from Camden Coalition subject matter experts **(Learning collective exclusive!)**
- Follow a structured agenda to keep you on track to earn your certificate in just 6 months **(Learning collective exclusive!)**

Scan the QR code to learn more about the **Complex Care Certificate for Team Leaders** and other Learning Center trainings.

