

## *Episode 19 - RTI Series – Management and Delegating*

This podcast episode discusses the importance of management and delegation within residential treatment programs for children and youth. It highlights the different levels of management within such organizations, including Executive Management responsible for overall leadership, Senior Management overseeing major aspects of the agency's operations, Middle Managers handling specific service units, and Frontline Managers leading shifts. It emphasizes that effective management is essential to provide quality care to the clients.

The episode explores various roles within residential programs, such as coordinators responsible for specific tasks like organizing activities or managing facility supplies. It also delves into the role of Key Staff, who work directly with clients, helping with activities of daily living, treatment programming, and more.

Delegation is a central theme in the podcast, and it stresses the importance of role clarity, administrative infrastructure, and a strong process for successful delegation and for program development. A five-step model for a delegation process is explained, involving (1) task explanation, including clarification of deliverables, (2) checking the person's understanding of the delegated task or project, (3) reviewing what resources the person can use to achieve the task or project, (4) collaboratively establish a deadline and understanding around asking for an extension if needed, and (5) feedback afterwards on how the project or task delegation went.

The episode underscores the need for management to empower staff by clearly defining roles and responsibilities and creating a shared vision for the organization. It also touches on different sources of influences beyond the Authority-Influence that comes from having any particular position within the organization. Additional sources of influence, and power to achieve one's responsibilities, include Relationship-Influence, Power Broker-Influence, Charismatic-Influence, Expert-Influence, and Fame-Influence.

Ultimately, this podcast provides insights into the challenges and best practices of managing residential treatment programs, with an emphasis on effective delegation as a key tool for success. It encourages a collaborative and organized approach to improve the quality of care and empower staff at all levels of management.