

10A NCAC 06C .0203 STAFF COMPETENCE

The agency providing Information and Assistance shall make orientation and training available to paid and volunteer staff.

- (1) Staff shall participate in an orientation program which, at a minimum, reviews the role, purpose, and function of Information and Assistance; the role of the agency; and the administrative structure and policies for providing the service.
- (2) Agencies shall also provide education and to enable staff to perform the functions defined in 10 NCAC 22L .0102. At a minimum, this shall include the development of interviewing techniques and communication.

*History Note: Authority G.S. 143B-181.1(a)(11); 143B-181.1(c);
Eff. November 1, 1991;
Amended Eff. July 18, 2002;
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. September 6, 2016.*