

HARLEM UNITED

Vicarious Trauma

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What is Vicarious Trauma?

- Vicarious trauma is:

“The negative transformation of the helper’s inner experience as a result of empathic engagement with and responsibility for traumatized clients.”

- Compassion Fatigue is:

“Experience of short-term exhaustion and traumatic stress reactions associated to exposure to the suffering of one’s client”

The Difference Between Vicarious Trauma & Compassion Fatigue

- Vicarious Trauma emphasizes the negative impact in the worker's world view in all domains.
- Compassion Fatigue focuses more heavily on symptoms and parallels PTSD diagnostic criteria.

Symptoms

- Apathy
- Hopelessness
- Fatigue
- Cynicism/Disillusionment
- Sadness
- Irritability
- Self-blame
- A sense of personal failure
- Burn out

Context & Organizational Factors

- High caseloads
- Deliverables vs. client-centered care
- Challenging clients
- Cultural factors
- Lack of training

What We Do at Harlem United

- Triad Model of Management
- Clinical Department
- Trainings
- Trauma Informed Care
- Promote Self Care
- EAP

What does Advocacy look like

- Informing funders of the successes, details, barriers and challenges of the work during audits and other discussions with them
- Going to Albany – informing lawmakers of context and needs of the client base
- Going to community board meetings
 - Building support among various stake holders
 - Helping staff understand how to advocate for themselves

How We as Managers and Supervisors Support Staff to Over Come Vicarious Trauma and Compassion Fatigue

- Be empathetic
- Normalize Staff's Feelings and Experiences
- Help Staff Identify Client Issues vs. Staff Identification with Client Issues
- Help Staff Problem-Solve
- Identify Various Resources for staff
- Support Self Care, Internally and Externally