

# How the CRCC Code of Ethics is Related to Your Career Satisfaction

GW Rehabilitation  
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# Objectives For Today

Participants will:

1. Discuss the concept of career satisfaction.
2. Explore ethical constructs that relate to career satisfaction.
3. Review the relationship between ethical constructs and Career Decision Making.
4. Examine the connection between potentially less energizing tasks and ethical responsibilities.

# My Relationship to the Topic

- Teaching
- Practice
- Leadership
- Interest
- Research

# The Rules

- We often think about Codes of Ethics as the 'Rules'.
- Makes sense as these are the enforceable standards of practice.
- Ethics Committees and Licensure Boards use these Codes as a basis to make decisions.
- But they are so much more and have greater meaning to a profession.

# Professional Issues Post CORE/WIOA

- In many ways, CACREP accreditation for Rehab Programs has resulted in many changes.
- Sometimes these changes can lead to dissonance.
- WIOA, and just personnel staffing changes in the broader world of work, have led to changes in recruitment and retention practices in VR.
- I want us to remember, that we are and have always been counselors in the VR realm, and that is an important anchor to hold on to.

# Side by Side: Codes

- CRCC Code – is the most directly related to VR Practice and is completely aligned with the ACA Code and other similar Codes.
- ACA is currently in the revision phase; I'd be surprised if there's not an announcement at the Conference in April as to the status.
- So, let's get to how all this relates to your satisfaction at work...

# What Do You Like About Your Job?

Please type your responses in the chat box.

# Background information on Career Satisfaction

**APA Dictionary of Psychology:** <https://dictionary.apa.org/job-satisfaction> 'the attitude of a worker toward their job, often expressed as a hedonic response of liking or disliking the work itself, the rewards (pay, promotions, recognition), or the context (working conditions, colleagues).'



# What makes employees happy?

- Positive work environment
- Fair compensation
- Opportunities for growth and development
- Recognition and appreciation
- Work life balance
- Job security

Katz, E. What makes employees happy? LinkedIn. <https://www.linkedin.com/pulse/what-makes-employees-happy-evan-katz/>

# 7 Factors That Determine Workplace Happiness Levels

- Recognition
- The right benefits
- Interesting work
- Health work life balance
- Growth potential and professional development
- An inclusive, transparent, and communicative environment
- Autonomy

Ayers, R. 7 factors that determine workplace happiness levels. Gethppy.com:

<https://gethppy.com/workplace-happiness/7-factors-determine-workplace-happiness-levels>

# **Some Literature Pertaining to Information on Rehabilitation Counselors/Counselors and Job Satisfaction**

# Lu, Brickam, Jaeger, and Lo (2022)

- *Vocational rehabilitation counselor burnout profiles and mindfulness*
- Looked at different burnout profiles of VR counselors (n=147) (Counselor Burnout Inventory; Five Facet Mindfulness Questionnaire)
  - Well Adjusted Counselor (for this sample only 18.4%)
  - Type I Preserving Counselor
  - Type II Preserving Counselor
  - Disconnected Counselor
- Found that the profiles differed significantly on a mindfulness measure, especially in acting with awareness and non-judging
- Hypothesize caseload size may relate to profile

# Henry and Timm-Davis (2022)

- *Using career values to help counseling students determine their best fit*
- Suggest Counselor Educators should work with students to:
  - Examine Setting (private practice, agency, hospital, k-12 school),
  - Explore duties in each
  - Think about values associated with each

# Herbert, Coduti, and Zhai (2020)

## *Predictors of intent to leave current employment among rehabilitation counselors*

*‘intent to leave their current employment as a function of job satisfaction, fit between person and organizational values and work setting (state vocational rehabilitation v. other settings).’ (p. 32)*

“to improve job satisfaction, several suggestions were made for counselors working across settings including: (a) provide flexible work hour schedules (e.g., a 4-day, 10-hour days as opposed to a 5-day, 8-hour schedule), (b) provide additional clinical supervision time to improve counselor skill development, (c) allow counselors to accrue clinical hours as part of state VR practice in order to receive sufficient direct client contact hours needed to become a Licensed Professional Counselor, and (d) develop pre-approved, no-cost continuing education units required for Certified Rehabilitation Counselor maintenance as part of professional development activities.” (p. 38)

# An even deeper dive into the topic

- Dissertation looking at VR Counselor Job Satisfaction
- *Correlating five factor personality traits and job satisfaction among vocational rehabilitation counselors* Kiel (2022)
- Surveyed 187 VR Counselors
- The findings demonstrated that conscientiousness, extraversion, agreeableness, and neuroticism had a statistically significant correlation with job satisfaction for vocational rehabilitation counselors.

# What Info From the Code Can We Use to Conceptualize Our Work?

*Let's Start With Some of the 'Basics'*



# Focus on Codes

- Transform our view and move beyond seeing them as ‘the rules’:
  - Change from **moving away from** or avoiding something (problems at work; sanctions or punishment)
  - To serving as an anchor ⚓ and to assist the process of **moving toward** doing what is best for both our clients and for us

# Autonomy

- Feeling a sense of agency regarding decisions and tasks associated with one's career is essential for career satisfaction.
- Having an agreed upon system of expectations (the Code) can assist a counselor, a supervisor, a leader, or anyone involved in the process of rehabilitation provision to critically think and to make decisions aligned with Ethics and best practices.

# Defining the Profession

CRCs/CCRCs are nationally certified counselors educated and trained at the graduate level. They have specialized knowledge, skills, and abilities to collaborate with persons with all types of disabilities to overcome barriers to employment or other life domains. Through a comprehensive and holistic approach, CRCs/CCRCs work with the whole person, to help them understand the functional implications of their disability and the environmental constraints that may occur. CRCs empower individuals with disabilities to articulate their needs, achieve their personal, social, psychological, vocational, and independent living goals. CRCs/CCRCs provide a bridge between the individual and self-sufficiency, assisting their clients in living fully integrated lives. CRCs/CCRCs are unique in comparison to other counseling professionals given their interaction with individuals with disabilities. No other counseling profession is primarily dedicated to working with individuals with all types of disabilities.

# A. The Counseling Relationship

CRCs/CCRCs work in cooperation with their clients to promote client growth, welfare, and support them in developing and progressing toward their goals. CRCs/CCRCs understand that trust is the cornerstone of the counseling relationship, and they have the responsibility to respect and safeguard the client's right to privacy and confidentiality.

CRCs/CCRCs respect the rights of clients to make their own decisions about matters that affect their own lives. CRCs/CCRCs make reasonable efforts to ensure clients make informed choices about every aspect of the rehabilitation counseling process.

CRCs/CCRCs are expected to respect the diverse cultural backgrounds and identities of the clients they serve and do not discriminate in their provision of rehabilitation counseling services based on protected identities. CRCs/CCRCs also explore their own backgrounds, cultural identities, and experiences and how these affect their values and beliefs.

# Reframing what we do

- A.1. Welfare of those served
- a. **PRIMARY RESPONSIBILITY.** The primary responsibility of CRCs/CCRCs is to respect the dignity of clients and to promote their welfare.
- b. Counseling Plans
- c. Employment
- d. Avocational and Independent Living Goals
- e. Autonomy

## A.2 – Respecting Diversity

- Respecting Culture
- Non-Discrimination

## A.3 Client Rights

- Professional Disclosure Statement
- Informed Consent

# Then the 'Don'ts'

- A.4 sexual or romantic relationships with a) current clients; b) with former clients; c) with vulnerable former clients
- A.4. g – Extending professional boundaries



# Why Did You Want to be a Rehabilitation Counselor?

# Defining the Profession (continued)

Something in the operational definition of what a rehabilitation counselor does is most likely related to at least a part of your decision to follow this career path.

# Information on Advocacy

CRCs/CCRCs are aware of and sensitive to the needs of individuals with disabilities and recognize that individuals with disabilities are disproportionately represented in communities of color and are more likely to experience poverty, homelessness, trauma, systemic racism, and other adversities. CRCs/CCRCs advocate at individual, group, institutional, professional, and societal levels to (1) promote opportunity and access; (2) improve the quality of life for individuals with disabilities; (3) remove potential barriers (e.g., societal, institutional, environmental) to the provision of or access to services; (4) address stigma; (5) foster systems change when appropriate, and (6) promote diversity, equity, inclusion, and belonging, while maintaining an awareness of the intersectionality of client identities throughout their advocacy efforts.

# Section C – Advocacy and Accessibility

C.1.a Attitudinal Barriers

C.1.c Empowering the client

C.1.d Organizational and system advocacy

C.2.a Accommodations

C.2.c Barriers to services

C.2.d Barriers to community inclusion

# A bit more on C.1

**e. ADEQUACY OF SERVICES.** CRCs/CCRCs advocate for a client-to-professional ratio and length of service that are sufficient to allow for a thorough and effective provision of services to meet the needs of the client.

**Are There Issues You  
Commonly Encounter for  
which You Wish You Had  
More Guidance?**

# Sections Multicultural Considerations

D.1.b Impact of client intersectionality/identity

D.1.c Awareness of client worldview

D.2.b Avoiding microaggression

D.2.c Implicit bias

D.2.d Recognition and respect of client values

## D.3 Personal and Professional Development and Cultural Competence

- a. Personal awareness
- b. Antiracism
- c. Social justice
- d. Cultural humility
- e. Use of affirming language
- f. Avoiding discrimination
- g. Serving religious cultures



## D.4 Diversity, Equity and Belonging in Coworker Relationship

Going back to the topics that relate to happiness in the workplace  
Earlier we said (belonging, etc.. Other items)

# **What Tasks do You Least Like to do in Your Professional Role?**

# Sections Dealing with Data Management and Documentation

## B.6. RECORDS AND DOCUMENTATION

a. **REQUIREMENT OF RECORDS AND DOCUMENTATION.** CRCs/CCRCs include sufficient and timely documentation in the records of their clients to facilitate the delivery and continuity of needed services. CRCs/CCRCs ensure that documentation in records accurately reflects progress and services provided to clients. If errors are made in records, CRCs/CCRCs take steps to properly note the correction of such errors according to organizational policies.

# Policies and Procedures and Potential Disconnects

## F.1. RELATIONSHIPS WITH COLLEAGUES, EMPLOYERS, AND EMPLOYEES

**a. PROFESSIONAL COURTESY/CONSIDERATION.** CRCs/CCRCs are respectful of approaches that are grounded in theory and/or have an empirical or scientific foundation but may differ from their own. CRCs/CCRCs acknowledge the expertise of other professional groups and are respectful of their practices. CRCs/CCRCs do not question the competency or ethics of other professionals or agencies in discussions with their clients unless it is done to protect the client's safety and well-being and is documented.

**b. NEGATIVE EMPLOYMENT CONDITIONS.** CRCs/CCRCs alert their employer of unethical policies and practices. They attempt to effect changes in such policies or procedures through constructive action within their organization. When such policies are inconsistent with the Code, potentially disruptive, damaging to clients, and/or limit the effectiveness of services provided, CRCs/CCRCs take necessary action if change cannot be affected. Such action may include referral to appropriate certification, accreditation, or licensure organizations. Ultimately, voluntary termination of employment may be the necessary action.

# Section E Intro

CRCs/CCRCs aspire to open, honest, and accurate communication in dealing with other professionals and the public. CRCs/CCRCs facilitate access to rehabilitation counseling services, practice in a nondiscriminatory manner within the boundaries of professional and personal competence, and have a responsibility to abide by the Code. CRCs/CCRCs actively participate in professional associations and organizations that foster the development and improvement of the profession in order to improve the quality of life for individuals with disabilities. CRCs/CCRCs have a responsibility to the public to engage in practices that are based on accepted research methodologies and evidence-based practices. They are encouraged to contribute to society by devoting a portion of their professional activity to services for which there is little or no financial return (pro bono publico). In addition, CRCs/CCRCs engage in self-care activities to maintain and promote their own emotional, physical, mental, and spiritual well-being to best meet their professional responsibilities. They advocate for hiring practices that promote the hiring of CRCs/CCRCs. CRCs/CCRCs advocate for the profession by educating other disciplines and institutions about their scope of practice and unique qualifications to serve individuals with disabilities, taking reasonable action to obtain parity, recognition, and inclusion.

# Self Care

**E. 1f. MONITORING EFFECTIVENESS.** CRCs/CCRCs continually monitor their effectiveness as professionals and, when necessary, take steps to improve performance through supervision, consultation, peer supervision, or input from other sources.

**E.2.a IMPAIRMENT.** CRCs/CCRCs are alert to the signs of impairment due to their own health issues or personal circumstances and refrain from offering or providing professional services when such impairment is likely to harm clients or others. They seek assistance for problems that reach the level of professional impairment, and, if necessary, they limit, suspend, or terminate their professional responsibilities until it is determined they may safely resume their work. When CRCs/CCRCs have knowledge of the unethical conduct of another CRCs/CCRCs, they attempt to rectify the situation. CRCs/CCRCs bring unethical activities to the attention of the appropriate state licensing board and/or appropriate ethics committee.

# **What Guidance Can We Gather From Other Sections of the Code?**

# Supervision, Training, and Teaching

- I.1 Clinical Supervisor Responsibilities
- I.2 Clinical Supervisor Competence
- I.3 Roles and Relationships Between Clinical Supervisors and Supervisees
- I.4 Supervision Evaluation, Remediation and Endorsement
- Several sections pertaining to educators and the relationship between the University and Clinical settings.



# Technology, Social Media, and Virtual Counseling

## K.1 Competence and Legal Considerations

*“Although some clients may find technology-based services to be a convenient and preferred method of service delivery, CRCs/CCRCs recognize that electronic modalities may not be well suited for all clients and all situations.”*

## K.2 Accessibility

## K.3 Confidentiality and Disclosure

## K.4 Social Media

## K.5 Virtual Counseling

# Ethical Decision Making/Resolving Ethical Issues

- **M.2 a. ETHICAL DECISION-MAKING MODELS AND SKILLS.** CRCs/CCRCs recognize underlying ethical principles and conflicts among competing interests. They apply appropriate decision-making models and skills to resolve dilemmas and act ethically. When CRCs/CCRCs are faced with an ethical dilemma, they use and document an appropriate ethical decision-making model.
- Some models available for review on the CRCC Website <https://crrcertification.com/code-of-ethics-4/decision-making-models/>

Tarvydas & Hartley (2018)	Cottone (2001)	Garcia, Cartwright, & Borchukowska (2003)	Corey, Corey, Corey, & Callanan (2014)	Herlihy & Watson (2007)
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# Less Complex Decision Making Tools/Prompts

- Is it legal?
- How would it look in the news?
- Does it comply with my agency's/organization's values?
- Am I treating others as I want to be treated?
- Am I hesitant to tell other counselors?
- Under the same circumstances, would I want the result of this decision to happen to everyone?
- How will I feel after the decision is known?
- Can I face myself the next morning after choosing this path?
- What would your mother say?

# Questions?

- Questions Now?
- Questions Later:

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