**SOCIAL WORK COMPETENCIES AND**

**COMMON AGENCY RELATED TASKS AND EXPECTATIONS**

|  |  |
| --- | --- |
| **CSWE Competency** | **Task Descriptions and/or Agency Expectations** |
| **1** | **Demonstrate professional and ethical behavior** | * Demonstrate regular and on-time attendance
* Demonstrate attentiveness to all timelines and deadlines
* Communicate with field supervisor and agency colleagues in an effective manner (email, phone message, and in-person)
* Follow agency standards for dress and demeanor
* Follow agency protocols related to safety
* Follow agency protocols related to confidentiality and privacy
* Follow agency protocols related to managing client risk
* Complete client records to agency and professional standard within reasonable time frame
* Demonstrate knowledge about relevant laws and regulations that govern practice in the agency
* Use agency technology and systems with respect for regulations and privacy and to promote coordination
* Bring ethical dilemmas to field instruction to discuss and apply ethical frameworks
* Identify and manage personal values so as not to impose upon clients or colleagues
* Remain self-regulated and use appropriate professional judgment when distressed or frustrated
* Reflect upon complex dimensions of difficult dilemmas
* Use field instruction and consultation to advance complex reasoning
* Prepare thoughtful agenda to field instruction every week
* Demonstrate responsiveness to feedback
* Demonstrate initiative over own learning and professional effectiveness
 |
| **2** | **Engage Diversity and Difference in Practice** | * Assign a caseload of clients and projects that represent diverse life experiences (age, gender, culture, ethnicity, class, sexual orientation, immigration status, ability etc.)
* Apply cultural humility framework to cross-cultural interactions
* Identify diversity strengths and tensions in the agency and/or community context
* Practice sitting with intense and complex conversations related to diversity, privilege, power, and oppression
* Bring diversity-related questions and concerns to field instruction
 |
| **3** | **Advance Human Rights and Social, Economic, and Environmental Justice** | * Analyze achievement, health, or mental health disparities and gaps related to agency’s mission and services
* Identify historical, structural, economic, and policy factors that can lead to inequity for clients or constituents of the agency
* Attend community meetings related to identifying needs and concerns
* Attend public hearings or meetings to observe or engage in public advocacy
* Devise and implement communication strategies to educate public about critical issues impacting vulnerable communities
* Visit and analyze neighborhoods in which clients or constituents reside for assets, deprivation, and threats; “map” the communities
 |
| **4** | **Engage in Practice-Informed Research and Research-Informed Practice** | * Conduct literature searches and use critical thinking to determine best practices for client assessment
* Conduct literature searches and use critical thinking to determine best practices for intervention common client concerns, needs, and problems
* Use observations of trends and patterns from practice to form research and evaluation questions
 |
| **5** | **Engage in Policy Practice** | * Review agency policy
* Identify key local, state, and federal policies that impact agency funding and sustainability
* Identify key local, state, and federal statutes that govern social work practice in the agency setting and with agency clients
* Advocate for policy change by forming coalitions
* Write to or call local, state, and federal officials to ask for needed policy changes
* Consider agency protocols and policies and how they align with laws and ethics
 |
| **6** | **Engage with Individuals, Families, Groups, and Communities** | * Conduct outreach to referred clients
* Conduct home and community visits
* Follow up assertively with clients who have missed appointments
* Provide information and public presentations to the community and to other providers
* Form strong working partnerships with colleagues through meetings, task forces, and committee works
* Meet with collaborators from other entities to form partnerships
* Meet with community members and constituents to understand their needs and form partnerships
* Form collaborative partnerships based upon common values, needs, commitments, and goals
* Demonstrate authenticity and humility in interpersonal interactions
* Use rapport-building communication skills
* Form engaging questions and listen with inquiry and curiosity and to understand
 |
| **7** | **Assess Individuals, Families, Groups, and Communities** | * Understand the agency’s intake and assessment process
* Understand all of the major domains of assessment for the agency’s services
* Complete intakes and assessments using agency standard
* Collect information from prior records
* Conduct skillful, structured interviews with clients, collaterals, and/or constituents to assess needs, concerns,
* Analyze information gather through record review and interviews to understand with great accuracy the needs and concerns
* Develop intervention goals based upon sound assessment
* Generate intervention strategies that match assessment and consider the motivation, acceptability, and sequenced needs of the client system
 |
| **8** | **Intervene with Individuals, Families, Groups, and Communities** | * Demonstrate proficiency with common interventions offered in the agency context including crisis intervention, supportive counseling, case management and coordination etc.
* Collaborate with colleagues and with professionals from other agencies to promote desired outcomes
* Advocate for clients and constituents so that service systems respond to and meet their needs as appropriate
* Attend to transition and termination processes
 |
| **9** | **Evaluate Practice with Individuals, Families, Groups, and Communities** | * Understand how to utilize standardized tools to establish client level of need and baseline
* Re-administer tools periodically to evaluate if client is improving or meeting benchmark
* Adjust intervention strategies to promote most positive outcomes, given all factors
* Consider other methods that may be equally or more acceptable to and effective with clients and constituents, utilizing critical assessment of social scientific literature, practice wisdom, and community wisdom
* Assess the agency’s model or care and service design and make recommendations how to improve effectiveness and/or efficiency
 |
| **10** | **Community Engagement and Service Learning**  | * cognizant of social issues and their impact
* effectively engage with communities at the mezzo and macro levels
* understands community needs
 |