**SOCIAL WORK COMPETENCIES AND**

**COMMON AGENCY RELATED TASKS AND EXPECTATIONS**

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| **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 |