



Child Welfare Caseworker Entry Level Competencies

1. Interpersonal Relations: Awareness of others' feelings, needs, perceptions and concerns

- *Shows respect and tolerance for each person*
- *Relates well to others*
- *Demonstrates trust, sensitivity and mutual respect*
- *Recognizes the contributions diversity brings to job performance and creativity*
- *Demonstrates altruistic empathy – caring for others*

2. Self Awareness/Confidence: Knowing one's internal states, preferences, resources and limitations

- *Accurate self-assessment: knowing ones' strengths and limits*
- *Self-confidence: strong sense of self worth and capabilities (self efficacy)*
- *Emotional awareness: recognizing one's emotions and their effects*

3. Analytic Thinking: Using data to understand patterns and develop concept

- *Information gathering skills*
- *Use of range of sources*
- *Hypothesis formation*
- *Conceptual frameworks*
- *Looking beyond superficial explanations*
- *Decision making*

4. Adaptability: Flexibility in handling change

- *Handles day-to-day challenges confidently*
- *Is willing to adjust to multiple demands, shift priorities, ambiguity and rapid change*
- *Shows resilience in the face of constraints, frustrations or adversity*
- *Ability to adapt styles and shift gears*
- *Shows evidence of coping skills*
- *Innovation: comfortable with new ideas; open to new information.*



5. Observation Skills: Ability to describe events factually

- *Ability to observe and identify key elements*
- *Recognition of inconsistencies*
- *Factual descriptions*
- *Accurate observations*

6. Sense of mission: Commitment to the welfare of others

- *Evidence of child welfare knowledge and/or experience*
- *Clear values/beliefs about protecting children and preserving families consistent with Bureau's reform goals*
- *Desire to make things better for others*

7. Communication Skills: Open clear communication

- *Speaks clearly and expresses self well*
- *Demonstrates attentive listening*
- *Conveys information clearly and effectively through written documents*

8. Motivation: Emotional tendencies that guide or facilitate reaching goals

- *Commitment: aligning with the goals of the agency or group*
- *Achievement: strives to improve, drives for results and success*
- *Sets high standards of performance*
- *Displays a high level of effort and commitment to perseverance performing the work*
- *Optimism: persistence in pursuing goals*

9. Planning and Organizing work: Ordering activities to achieve goals

- *Ability to assess/reprioritize*
- *Use of time management tools*
- *Defines and arranges activities in a logical and efficient manner*

10. Teamwork: Creating group synergy in pursuing collective goals

- *Contributes to organizational goals*
- *Fosters collaboration among team members and among teams*