

Design Team Facilitator Qualities and Competencies

Essential (Mandatory)

- Knowledge about public child welfare practice and organizations
- Knowledge of group dynamics
- Group facilitation experience, especially guiding the development of a loosely-organized group into a genuine team
- Knowledge of, and ability to foster, team-based learning
- Knowledge of, and ability to foster, team-based action research
- Knowledge of, and ability to foster, teams' use of research findings
- Ability to manage crises
 - Design Teams are often directly or indirectly in crisis. Facilitators must be able to assist both individuals and the team in dealing with crisis.
 - Facilitators must not “join the chaos” but calmly facilitate through the perceived crisis.
- Ability to facilitate strengths-based, solution-focused dialogue and behavior among team members
- Commitments toward, and ability to respond to, individual, team, and system needs or requests
 - Phone calls
 - Emails
 - Individual interviews
- Ability to accept critical feedback and not take criticism personally
- Knowledge of, and responsiveness to, the unique features of the host public child welfare system
- Ability to get the team to jointly stewarding positive, democratic, and successful interactions via team norms, rules, and operational procedures
- Ability to respect and embrace leadership yet still provide expertise

- Ability to influence the team gently, “Judo versus Karate”
- Ability to set and help maintain boundaries (“hard limits”), especially helping the team focus its energies on problems it can solve
- Ability to manage strong personalities in a team setting
- Adaptability and flexibility, especially the ability to make “in flight adjustments”
- The ability to get teams “unstuck” by helping them provide different frames and language systems for familiar needs and problems
- The ability to develop the team’s capacities for intervention logic in the problems it seeks to solve and the needs it strives to meet

Desirable

- Prior practice experience in public child welfare
- Knowledge of principles and strategies of action science and learning
- Experience with crisis management
- A graduate degree in social work, human resource management, industrial psychology, or community psychology

Co-requisite Resources

- Flexible schedule to meet needs of host system
- Access to expert trainers and consultants for the team and the agency
- Access to consultants able to provide expertise, technical assistance, resources, and social supports (for the team facilitator)
- Internet-related resources related to follow-up communications, listservs, etc.