

## Child Welfare Caseworker Entry Level Competencies\*

The screening process focuses on ten competencies:

1. **Interpersonal Relations:** *Awareness of others' feelings, needs, perceptions and concerns*
  - Shows respect and tolerance for each person
  - Relates well to others
  - Demonstrated 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 emotional and their effects
3. **Analytic Thinking:** *Using data to understand patterns and develop concepts*
  - 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 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*
  - Sense of Mission: Commitment to the welfare of others
  - 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 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

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