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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