

ENGAGING FAMILIES IN FAMILY-CENTERED CHILD PROTECTIVE SERVICES

Competencies

Skill Set 112-01: Ability to integrate working with families and the exercise of protective responsibility to ensure children's safety

112-01-001

Knows the characteristics, benefits and limitations of a collaborative approach to child protection

112-01-002

Understands dilemmas posed by the dual responsibilities of empowering families and youth and protecting children

112-01-003

Understands the importance and benefits of using the least intrusive level of intervention needed to protect children

112-01-004

Knows strategies to engage and empower families while ensuring child safety

112-01-005

Can communicate the agency's mandate to ensure children's safety and outline the agency's expectations for parents in a respectful and supportive manner

112-01-006

Can flexibly integrate engagement strategies in a manner most appropriate for each family's unique circumstances

Skill Set 112-02: Ability to use a casework relationship to engage and empower families to collaborate with the agency

112-02-01

Knows how values and principles apply to professional relationships with families, including respecting dignity, culture, individuality and right to self-determination

112-02-002

Knows the role and characteristics of a professional relationship in family-centered child protection

112-02-003

Knows attitudes and behaviors that can help family members develop trust and confidence in the agency

112-02-004

Understands the concept of family empowerment and how a trusting and collaborative relationship can often motivate and sustain productive change in a family

112-02-005

Understands how fear, uncertainty and other feelings may be expressed by families as hostility, aggressive behavior, withdrawal, denial of problems and resistance

112-02-006

Can assess and determine the sources of hostility and resistance in individual families

112-02-007

Can use engagement and interviewing strategies to promote development of a collaborative relationship with the family

112-02-008

Can use strategies to help families manage their anger and fear and become invested in change activities

Skill Set 112-03: Ability to engage and communicate with families within their own cultural context

112-03-001

Understands how cultural factors, including verbal and non-verbal communication styles, can create misunderstandings and misjudgments by family members and agency staff

112-03-002

Knows the difficulties in establishing open communication with families whose knowledge of English is limited and knows how and when to involve interpreters

112-03-003

Knows how various cultural rules may affect family members' relationship with agency staff

112-03-004

Knows how to identify barriers to relationship development in each family and can apply culturally-appropriate strategies to overcome them

112-03-005

Can establish rapport and relationships with families from a variety of diverse cultures and backgrounds

Skill Set 112-04: Ability to conduct individual and family group interviews

112-04-001

Recognizes interviews as the principal means of implementing the helping process

112-04-002

Knows the importance of establishing a purpose for each interview, of communicating this purpose to family members and of selecting the best interview strategies to achieve it

112-04-003

Knows definitions and characteristics of "content" and "process" in casework and the importance of eliciting and discussing process-level issues to ensure a thorough and accurate assessment

112-04-004

Knows appropriate standards and limits for disclosing personal information to family members during an interview

112-04-005

Understands how a collaborative professional relationship can enhance the effectiveness of an interview and increase the accuracy of communications

112-04-006

Knows interviewing strategies to help family members comfortably express and discuss their feelings, concerns and opinions

112-04-007

Knows interviewing strategies to deal with conflict, respond to hostile or accusatory statements or address family members who are reluctant to deal with critical issues

112-04-008

Knows how to observe, explore and interpret communications, including tone of voice, facial expressions, body language and choice of words

112-04-009

Can empower family members to discuss and agree upon the purpose for each interview

112-04-010

Can develop interview questions and responses to guide the direction of the interview to achieve its stated purpose

112-04-011

Can flexibly select or modify interviewing strategies in response to family members' reactions and contributions

112-04-012

Can summarize discussion to restate or reaffirm conclusions and decisions made during an interview