

Permanency Coaching Core Competencies: Specialists and Supervisors

Specialist	Supervisor (all Specialist competencies are also Supervisor competencies)
Detailed Oriented <ul style="list-style-type: none"> • Pays attention to detail and strives for perfection without compromising overall productivity 	Coaching & Mentoring <ul style="list-style-type: none"> • Enable others to grow and succeed through feedback, instruction, and encouragement • Motivates team to a high level of production while maintaining overall quality • Uses questions to solicit team and subordinate growth and thinking in a parallel process to Permanency Coaching
Critical Thinking and Analysis <ul style="list-style-type: none"> • Makes timely, informed decisions that take into account the system and work unit goals and constraints • Appraises and integrates multiple sources of verbal and written information with practice wisdom • Able to make connections between and synthesize information from multiple sources verbally and in writing. • Able to analyze and articulate the gap between documented practice and quality child welfare practice standards 	Rapport-Building Skills/System Relationships <ul style="list-style-type: none"> • Builds and maintains relationships with others to gain their trust and confidence • Ideal candidates have an existing network of high value relationships within the system of care under review • Engages effectively with multi-system partners from management to the front-line • Builds working relationships characterized by cooperation and mutual respect regardless of position
Organizational Skills <ul style="list-style-type: none"> • Ability to multi-task and prioritize work • Demonstrates preparedness 	Influencing Others/Rapport Building <ul style="list-style-type: none"> • Uses multiple strategies including leveraging the organization's mission to increase team impact
Communication Skills <ul style="list-style-type: none"> • Proficiency in verbal and written communication that includes the ability to comprehend, prioritize, and disseminate to keep others informed. • Proficiency in active listening skills and interpersonal skills • Uses practice questions to solicit growth 	Flexibility <ul style="list-style-type: none"> • Adapts to changing work needs, conditions and responsibilities including shifts in management priorities with ease • Able to alter schedules/timeframes when needed and to convey the impact of changes on the work unit

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<p>and thinking in child welfare practitioners</p> <ul style="list-style-type: none"> • Gives verbal feedback that is clear, descriptive, specific and useful • Offers relevant information or a different perspective on case manager's practice and values in a non-judgmental manner • Able to sincerely articulate observed strengths 	<p>and process stakeholders</p>
<p>Technical Knowledge of the Child Welfare System</p> <ul style="list-style-type: none"> • Demonstrates in-depth knowledge of quality child welfare practice standards • Understands systemic barriers to achieving outcomes in the child welfare system and strategies to address them 	<p>Decisiveness</p> <ul style="list-style-type: none"> • Able to make decisions based on the totality of circumstances even if information is incomplete • Comfortable with ambiguity • Willingness to course correct if new information or priorities are identified
<p>Teamwork</p> <ul style="list-style-type: none"> • Promotes cooperation and commitment within a team to achieve goals and deliverables. • Identifies team strengths and opportunities and assigns tasks to maximize strengths and mitigate liabilities 	<p>Conflict Management</p> <ul style="list-style-type: none"> • Helps others resolve complex or sensitive disagreements and conflicts • Quickly identifies and leverages win-win situations • Works well with multiple personality types
<p>Self-Awareness and Development</p> <ul style="list-style-type: none"> • Understands and reflects upon own strengths and limitations and the implications for their professional role. Uses this awareness to modify behavior as appropriate. • Actively solicits feedback, recognizes needed changes and integrates them into performance. Uses self-awareness to modify behavior as required to improve efficacy. 	<p>Professionalism</p> <ul style="list-style-type: none"> • Maintains control of case teaming even when contentious, yet is able to avoid power struggles • Uses appropriate humor to deepen the professional relationship and deflect conflict