



SOCIAL WORK COMPETENCIES AND COMMON AGENCY RELATED TASKS AND EXPECTATIONS

CSWE Competency		Task Descriptions and/or Agency Expectations
1	Demonstrate professional and ethical behavior	<ul style="list-style-type: none">• Demonstrate regular and on-time attendance• Demonstrate attentiveness to all timelines and deadlines• Communicate with field instructor and agency colleagues in an effective manner (email, phone message, and in-person)• Follow agency standards for dress and demeanor• Follow agency protocols related to safety• Follow agency protocols related to confidentiality and privacy• Follow agency protocols related to managing client risk• Complete client records to agency and professional standard within reasonable time frame• Demonstrate knowledge about relevant laws and regulations that govern practice in the agency• Use agency technology and systems with respect for regulations and privacy and to promote coordination• Bring ethical dilemmas to field instruction to discuss and apply ethical frameworks• Identify and manage personal values so as not to impose upon clients or colleagues• Remain self-regulated and use appropriate professional judgment when distressed or frustrated• Reflect upon complex dimensions of difficult dilemmas• Use field instruction and consultation to advance complex reasoning• Prepare thoughtful agenda to field instruction every week• Demonstrate responsiveness to feedback• Demonstrate initiative over own learning and professional effectiveness
2	Engage Diversity and Difference in Practice	<ul style="list-style-type: none">• Assign a caseload of clients and projects that represent diverse life experiences (age, gender, culture, ethnicity, class, sexual orientation, immigration status, ability etc.)• Complete a diversity formulation of clients that attends to historical and present structural forces that shape their development• Apply cultural humility framework to cross-cultural interactions• Identify diversity strengths and tensions in the agency and/or community context• Practice sitting with intense and complex conversations related to diversity, privilege, power, and oppression• Bring diversity-related questions and concerns to field instruction
3	Advance Human Rights and Social, Economic, and	<ul style="list-style-type: none">• Analyze achievement, health, or mental health disparities and gaps related to agency's mission and services• Identify historical, structural, economic, and policy factors that can lead to inequity for clients or constituents of the agency

	Environmental Justice	<ul style="list-style-type: none"> • Attend community meetings related to identifying needs and concerns • Attend public hearings or meetings to observe or engage in public advocacy • Devise and implement communication strategies to educate public about critical issues impacting vulnerable communities • Visit and analyze neighborhoods in which clients or constituents reside for assets, deprivation, and threats; “map” the communities
4	Engage in Practice-Informed Research and Research-Informed Practice	<ul style="list-style-type: none"> • Conduct literature searches and use critical thinking to determine best practices for client assessment • Conduct literature searches and use critical thinking to determine best practices for intervention, common client concerns/needs/problems • Use observations of trends and patterns from practice to form research and evaluation questions • Utilize supervision to ask and learn about cultural humility, trauma-informed social services or evidence-based treatment interventions.
5	Engage in Policy Practice	<ul style="list-style-type: none"> • Discuss agency policies and its impact on clients, families, and communities • Discuss local, state, and federal policies that impact the clients, families, or the community you serve • Identify key local, state, and federal policies that impact agency funding and sustainability • Identify key local, state, and federal statutes that govern social work practice in the agency setting and with agency clients • Advocate for policy change by forming coalitions • Write to or call local, state, and federal officials to ask for needed policy changes • Consider agency protocols and policies and how they align with laws and ethics
6	Engage with Individuals, Families, Groups, and Communities	<ul style="list-style-type: none"> • Conduct outreach to referred clients • Conduct home and community visits • Follow up assertively with clients who have missed appointments • Provide information and public presentations to the community and to other providers • Form strong working partnerships with colleagues through meetings, task forces, and committee works • Meet with collaborators from other entities to form partnerships • Meet with community members and constituents to understand their needs and form partnerships • Form collaborative partnerships based upon common values, needs, commitments, and goals • Demonstrate authenticity and humility in interpersonal interactions • Use rapport-building communication skills • Form engaging questions and listen with inquiry and curiosity and to understand

7	Assess Individuals, Families, Groups, and Communities	<ul style="list-style-type: none"> • Understand the agency's intake and assessment process • Understand all of the major domains of assessment for the agency's services • Complete intakes and assessments using agency standard • Collect information from prior records • Conduct skillful, structured interviews with clients, collaterals, and/or constituents to assess needs, concerns, • Analyze information gather through record review and interviews to understand with great accuracy the needs and concerns • Develop intervention goals based upon sound assessment • Generate intervention strategies that match assessment and consider the motivation, acceptability, and sequenced needs of the client system
8	Intervene with Individuals, Families, Groups, and Communities	<ul style="list-style-type: none"> • Demonstrate proficiency with common interventions offered in the agency context including crisis intervention, supportive counseling, case management and coordination etc. • Collaborate with colleagues and with professionals from other agencies to promote desired outcomes • Advocate for clients and constituents so that service systems respond to and meet their needs as appropriate • Attend to transition and termination processes
9	Evaluate Practice with Individuals, Families, Groups, and Communities	<ul style="list-style-type: none"> • Understand how to utilize standardized tools to establish client level of need and baseline • Re-administer tools periodically to evaluate if client is improving or meeting benchmark • Adjust intervention strategies to promote most positive outcomes, given all factors • Consider other methods that may be equally or more acceptable to and effective with clients and constituents, utilizing critical assessment of social scientific literature, practice wisdom, and community wisdom • Assess the agency's model or care and service design and make recommendations how to improve effectiveness and/or efficiency