

Maine Child Welfare Caseworker Entry Level Competencies

1. **Interpersonal Relations: Awareness of others' feelings, needs, perceptions and concerns**
 - *Shows respect and tolerance for each person*
 - *Relates well to others*
 - *Demonstrates 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 emotions 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 adjust to multiple demands, shift priorities, ambiguity and rapid change*
 - *Shows resilience in the face of constraints, frustrations or adversity*
 - *Ability to adapt styles and shift gears*
 - *Shows evidence of coping skills*
 - *Innovation: comfortable with new ideas; open to new information.*

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5. **Observation Skills: Ability to describe events factually**
 - *Ability to observe and identify key elements*
 - *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 time 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*