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.
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**