**Case Management Competencies Self-evaluation (Caseworker)**

*Please use this form to rank your level of competence. This is for internal use, so that we can assess how case management is functioning and to help plan further training and capacity development.*

*It is not linked to performance evaluation / appraisal or to contract renewal, promotion or salary, so please be honest and realistic about your level of skills and knowledge.*

*For each of the areas, tick the level you think you meet:*

***E = Excellent.*** *You are recognized in the team as an ‘expert’ in this area*

***S = Satisfactory.*** *You meet the required level. More capacity building or experience would be useful but not essential.*

 ***N= Needs improvement.*** *This is one of your weaker areas. You may have already identified this as an area you need to develop or get more experience in.*

***LEAVE BLANK*** *only if you feel that particular area is not relevant to your role or location. If you do not know an answer (i.e. what level) you should tick it as N (Needs improvement).*

|  |  |  |  |
| --- | --- | --- | --- |
| **E** | **S** | **N** | **VALUES & ETHICS.** |
|  |  |  | I respect the wishes, rights, dignity, needs and capacity of the child while also balancing child’s needs and wishes with those of the family |
|  |  |  | I ensure non-discrimination in all interactions with the child and in all service provision |
|  |  |  | I understand the policies and procedures that govern confidentiality and the sharing of information. |
|  |  |  | I consistently promote the resiliency of the child and their family and build upon their strengths and resources |
|  |  |  | I consistently empower the child and family and ensure their involvement in all aspects of the planning and service delivery |
|  |  |  | I recognize the importance and am committed to coordinating with other actors to strengthen the overall impact of the child protection efforts |
|  |  |  | I consistently promote the best interests of the child, child rights and gender equality |
|  |  |  | I always maintain professional boundaries and expectations with children and families |
|  |  |  | I always comply with codes of conduct, and take responsibility for my own actions and honor commitments |

|  |  |  |  |
| --- | --- | --- | --- |
| **E** | **S** | **N** | **QUALIFICATIONS & KNOWLEDGE** |
|  |  |  | I have at least two years of work experience in a relevant field – ideally in child protection |
|  |  |  | I have qualifications specific to child protection / social work – as set out in SOP / case management guidelines |
|  |  |  | I have good knowledge about my organization’s policies and procedures including the Child Safe-Guarding Policy  |
|  |  |  | I have good knowledge of indicators for and consequences of abuse, neglect, exploitation and violence on children |
|  |  |  | I have good knowledge of child protection issues including best interests of the child and GBV issues |
|  |  |  | I have good knowledge of family and community dynamics and their impact on children |
|  |  |  | I am aware of laws and policies in the field of child protection |
|  |  |  | I have good knowledge of the community, including social norms and community networks |
|  |  |  | I have good knowledge of child development |
|  |  |  | I have good knowledge of the steps and principles of case management (as per case management SOP / guidelines) |
|  |  |  | I know a range of tools assessment, planning etc. as well as techniques for individual interviews and for group support.  |
|  |  |  | I know and regular use IT tools (e.g. tablet types, smartphone, computer…) |

|  |  |  |  |
| --- | --- | --- | --- |
| **E** | **S** | **N** | **COMMUNICATION & RELATIONSHIP SKILLS** |
|  |  |  | I consistently build trust, create and maintain an environment in which others can talk and act without fear of repercussion |
|  |  |  | I effectively establish rapport, and use empathy and appropriate non-verbal body language. |
|  |  |  | I communicate effectively and appropriately with children considering the child’s age, gender and developmental stage |
|  |  |  | I listens to people’s feelings and emotions, welcomes and expresses them in an appropriate way, and allow others to express themselves |
|  |  |  | I communicate relevant information clearly, concisely and in manner able to be understood by the child, family and community |
|  |  |  | I am able to clearly describe the services I can offer as a caseworker, the steps and principles of case management to the child, family and community |
|  |  |  | I negotiate and manage problems and conflicts by playing the role of mediator in order to find positive solutions and allow children and adults to learn from them |
|  |  |  | I am able to work collaboratively with a range of actors, including partners and other organizations. |

|  |  |  |  |
| --- | --- | --- | --- |
| **E** | **S** | **N** | **CASE MANAGEMENT PROCEDURES** |
|  |  |  | I understand the roles and responsibilities of different actors working in emergencies including government departments |
|  |  |  | I consistently obtain informed consent and with children and families  |
|  |  |  | I always carry out assessments in timely way and identify needs and priorities of the child and family |
|  |  |  | I consistently support child and family to identify their own resources including personal skills and social support systems |
|  |  |  | To the extent appropriate, I involve family members, and other significant persons in child’s life in the assessment by exploring their perspectives, including where appropriate agencies that have had contact with the child and their family. |
|  |  |  | I can effectively assess safety / risk concerns and conduct comprehensive assessments if required |
|  |  |  | I tailor each case plan based on assessment and use a child centered approach and with the maximum involvement of the child, in line with the child’s age, and family where possible and appropriate |
|  |  |  | I consistently support the child’s participation in making decisions, problem-solving and identifying positive coping strategies |
|  |  |  | I work effectively with other services to ensure the child receives appropriate support |
|  |  |  | I involve the child (and family where possible and appropriate) actively in review and revisions of case planning |
|  |  |  | I continuously follow-up on cases effectively and in a timely manner including timely feedback  |
|  |  |  | I am able to present a case proficiently and in an organized manner with all relevant information during case conferences |

|  |  |  |  |
| --- | --- | --- | --- |
| **E** | **S** | **N** | **RECORD KEEPING & INFORMATION MANAGEMENT** |
|  |  |  | I keep case files up-to-date and I ensure forms are completed in accordance with case management guidelines |
|  |  |  | I document all case management activities in Case Notes in a timely manner  |
|  |  |  | I ensure that records are kept confidential in a secure place in accordance with case management guidelines and data protection protocols e.g. locked cabinet or password protected computers  |
|  |  |  | I am able to effectively use or learn how to use technological equipment such as laptops and tablets as required |
|  |  |  | I provide timely reports of all services and activities as required |

|  |  |  |  |
| --- | --- | --- | --- |
| **E** | **S** | **N** | **SELF CARE & DEVELOPMENT** |
|  |  |  | I abides by deadlines, and commitments and do not accumulate work |
|  |  |  | I can ask for support when needed and use supervision appropriately |
|  |  |  | I take an active role in building my own skills and competencies by reaching out to peers, supervisors or others for advice |
|  |  |  | I keep abreast of new developments in child protection / case management and actively seek and participate in relevant trainings |
|  |  |  | I can identify sources of stress and burnout and have my own strategies for dealing with stress and burnout |
|  |  |  | I support other caseworkers through mentoring to ensure professional development and contribute to a supportive team. |

|  |  |  |  |
| --- | --- | --- | --- |
| **E** | **S** | **N** | **WORKING WITH THE COMMUNITY** |
|  |  |  | I seek to understand the way the child, family and community understand protection, cope and seek help |
|  |  |  | I actively maintain and expand access to locally available formal and informal support systems (including referral) |
|  |  |  | I am culturally self-aware and avoid that my own cultural values negatively impact on child and colleagues who have a different set of values |
|  |  |  | I am able to manage conflicts between social norms and child’s beliefs and the principles of child rights and GBV in a sensitive and respectful manner |
|  |  |  | I avoid stereotypes or generalizations based on a clients’ background |
|  |  |  | I am comfortable working with a cultural mediator and / translator where necessary |
|  |  |  | I promote and advocate for the interests of the child with other persons involved in the case and with the community |
|  |  |  | I empower the child and family to advocate on their own behalf |