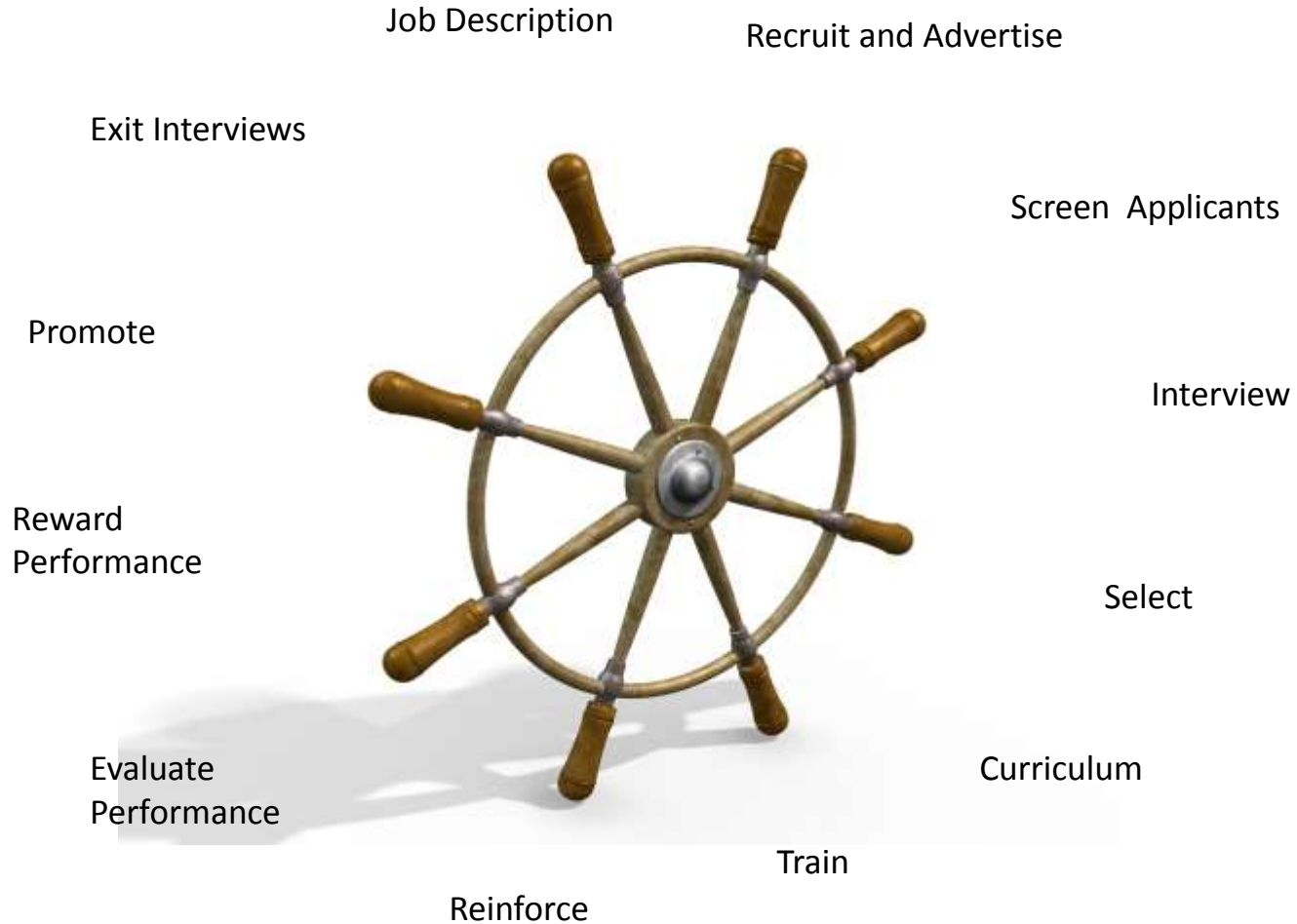


STRENGTHENING AGENCIES & PERSONNEL USING COMPETENCIES



-
- Focusing on Mission
 - Improve Hiring Practices
 - Succession Planning

COMPETENCY / CONSISTENCY



BUILDING BLOCKS

- 1 Agency Mission Vision
- 2 Position Scope / Outcomes
- 3 **Competency Development**
 - Key Elements
 - Behaviors
- 4 Behavioral Based Interviews
- 5 Orientation / Staff Development
- 6 Skill Building
- 7 Objective data driven appraisals

THE PROCESS

Research Competency Libraries

Assemble 360 team

Individually select 10 competencies

Engage in lively debate

Draft review by authority

EXAMPLES OF COMPETENCIES

Case Manager

1. **Building Trust**
2. Collaboration
3. Communication
4. Conflict Management
5. Professional Development
6. Cultural Competence
7. Customer/Client Focus
8. Decision Making/Problem Solving
9. Facilitates Change
10. Influence
11. Planning/Organizing
12. Stress Tolerance
13. Teamwork
14. Professional Knowledge

Case Manager Supervisor

1. **Building Trust**
2. Collaboration
3. Communication
4. Conflict Management
5. Professional Development
6. Cultural Competence
7. Decision Making/Problem Solving
8. Managing Change
9. Guiding and Developing Staff
10. Influence
11. Initiative
12. Managing Work
13. Team Leadership

COMPETENCY ELEMENTS

Building Trust

Key Element	Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectation	Outstanding
Values Others	Is insensitive to others; demonstrates lack of respect; treats others unfairly		Treats coworkers, clients, victims & others with dignity, respect and fairness; Respects others values and perspectives;		Models, mentors and always treats others with dignity respect and fairness. Ensures all have a voice in case planning and problem solvi
Integrity					

EMBEDDING COMPETENT PRACTICES



Job Description
Recruit and Advertise
Screen Applicants
Interview
Select
Curriculum
Train
Reinforce
Evaluate Performance
Promote
Reward Performance
Exit Interviews

THANK YOU

For viewing this presentation

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