

**SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Professional Practice					
TSC	Diversity Awareness and Management					
TSC Description	Apply awareness and sensitivity in working professionally with diverse individuals, groups and communities					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-PPR-2008-1.1	SSC-PPR-3008-1.1	SSC-PPR-4008-1.1	SSC-PPR-5008-1.1	SSC-PPR-6008-1.1
		Comply with basic principles of diversity and inclusion set by organisation	Apply principles of diversity and inclusion in professional practice	Promote diversity and inclusion in order to achieve the best possible outcomes	Drive an organisational culture that promotes diversity and inclusion in all aspects of professional practice	Advocate for changes to policies, professional practice and services at the national level that promotes diversity and inclusion
Knowledge		<ul style="list-style-type: none"> Organisational practices and principles for diversity and inclusion Awareness of individual cultural identity and values Methods to work with groups and clients from diverse backgrounds 	<ul style="list-style-type: none"> Cultural, racial and ethnic groups and their beliefs and practices Awareness of individual cultural identity and values in relation to professional practice Relevant diversity and inclusion theories and frameworks Range of diversity and inclusion issues Policies and procedures to deal with discriminatory behaviours 	<ul style="list-style-type: none"> Sociocultural contexts of clients, peers and relevant social service stakeholders Organisational diversity practices, philosophical underpinnings and applications in professional practice Principles and methods to promote diversity, inclusion and equity Concepts and implications of stigma, discrimination and social exclusion as applied to diverse client groups 	<ul style="list-style-type: none"> Historical, political, and sociocultural contexts of clients, peers and relevant social service stakeholders Methods to adapt approaches to suit diverse needs in professional activities Limitations of clinical models and techniques derived from other international practices 	<ul style="list-style-type: none"> Trends and leading practices in promoting diversity and inclusion at the national level Strategies and methods to promote diversity and inclusion at the national level
Abilities		<ul style="list-style-type: none"> Demonstrate awareness of individual's and others' assumptions with respect to cultural and other differences Comply with organisation's diversity and inclusion guidelines 	<ul style="list-style-type: none"> Understand individual's and others' assumptions with respect to cultural and other differences Recognise the possible issues and impacts of individual and cultural diversity on interactions and in relation to culture, race, religion and sexuality Demonstrate sensitivity to diversity and inclusiveness, and adopt a non-judgemental 	<ul style="list-style-type: none"> Recognise cultural factors that influence professional activities and the response to interventions Identify and address concerns regarding diversity, inclusion and equity Recognise complexities in cultural differences and determine diversity and inclusion needs for programme development and implementation 	<ul style="list-style-type: none"> Integrate different or complex belief systems when working with clients and relevant stakeholders Adapt methods, measures and procedures relevant to professional practice to suit sociocultural contexts Drive collaboration efforts with internal or external stakeholders to achieve diversity and inclusiveness 	<ul style="list-style-type: none"> Advocate at professional, and national agencies or associations to promote diversity and inclusion Propose improvements to enhance diversity and inclusion in programmes and services Drive national initiatives to influence attitudes with respect to diversity and inclusion

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			<p>stance in professional activities</p> <ul style="list-style-type: none"> • Assist to identify diversity and inclusion needs in programmes and services • Employ culturally appropriate skills and techniques in professional practice 	<ul style="list-style-type: none"> • Determine and apply culturally appropriate activities in professional practice • Implement methods, measures and procedures relevant to professional practice to suit sociocultural contexts 	<ul style="list-style-type: none"> • Determine gaps and improvements in policies and practices in collaboration with relevant stakeholders to promote diversity, inclusion and equity • Develop and review programmes, services and organisational practices to ensure compliance to diversity, inclusion and equity requirements 	
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