

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

TSC Category	Professional Practice					
TSC	Reflexive Practice					
TSC Description	Conduct regular self-assessment of own competencies and interactions with others within different systems and take the necessary actions to continuously develop as a professional					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SSC-PPR-1011-1.1	SSC-PPR-2011-1.1	SSC-PPR-3011-1.1	SSC-PPR-4011-1.1	SSC-PPR-5011-1.1	SSC-PPR-6011-1.1
	Recognise personal qualities and beliefs and their impact on professional activities, and apply self-awareness and self-assessment principles for personal and professional development	Identify gaps and limitations in professional competencies and qualities, and seek advice, supervision and consultation for personal and professional development	Determine learning needs and areas of improvement, and apply learnings for personal and professional improvement	Evaluate individual behaviours and adapt them to improve personal and professional effectiveness in professional practice	Evaluate effectiveness of personal learning and validate personal and professional reflections within and outside of the organisation to improve professional practice	Drive support systems and create an environment that promotes reflexive practice, professional development and learning within and outside of professional practice
Knowledge	<ul style="list-style-type: none"> Personal strengths and weaknesses Basic mindfulness and self-awareness Importance of self-assessment and self-monitoring Limitations and boundaries of own professional competence 	<ul style="list-style-type: none"> Concept of self-in-relation-to-others Self-assessment and self-monitoring techniques Personal strengths and weaknesses, patterns of behaviour, emotional and cognitive biases, motivation, beliefs and values and their impact on clients and professional activities General professional competencies necessary for development Ethical principles and codes of practice 	<ul style="list-style-type: none"> Methods to critically examine assumptions underlying individual actions and the impact of those actions on clients and professional activities Professional development requirements of professional bodies governing one's professional practice Methods to identify areas for improvement in professional development and practice Training opportunities and resources for professional development Theories and methods for reflexive analysis Methods for introspection and intersubjective reflection 	<ul style="list-style-type: none"> Principles underpinning personal and professional development and reflexive practice Knowledge of systems for professional staff development Inquiries into efficacy of interventions in professional practice Methods to evaluate personal and professional effectiveness in professional practice Processes for continual and critical analysis of client and practice knowledge to guide individual actions Dilemmas and conflicts arising from professional practice Dynamics of the therapeutic relationship 	<ul style="list-style-type: none"> Learning styles and theories Strategies to encourage reflexive practice Training and development strategies 	<ul style="list-style-type: none"> Policies and procedures to create a conducive environment for application of self-assessment skills Approaches to learning that will allow transfer of knowledge to new and unfamiliar contexts Factors to develop a learning organisation culture Strategies for working in partnership with individuals and key stakeholders to enable development and enhancement of professional knowledge and practice
Abilities	<ul style="list-style-type: none"> Demonstrate self-awareness in professional practice 	<ul style="list-style-type: none"> Recognise impact of individual attitudes, values, and beliefs on clients 	<ul style="list-style-type: none"> Demonstrate ability to handle complexities and sensitivities of client issues in professional practice 	<ul style="list-style-type: none"> Assess actions and experiences of self, clients and other professionals and their therapeutic relationships, 	<ul style="list-style-type: none"> Seek constructive feedback from peers, supervisors, experienced professionals within or 	<ul style="list-style-type: none"> Create a climate of accountability and commitment for self-improvement

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	<ul style="list-style-type: none"> • Recognise individual attitudes, values, and beliefs towards clients • Apply general self-awareness and self-assessment skills in professional activities • Identify personal strengths and weaknesses for improvements to personal and professional effectiveness • Appropriately seek advice or consultation from more experienced professionals • Identify red flags in situations 	<ul style="list-style-type: none"> • Apply self-assessment and self-monitoring techniques in professional practice • Identify limitations relating to current professional competence and areas of improvements • Utilise supervision and feedback to reflect on personal and professional effectiveness and development needs • Identify and acquire additional competencies and developmental needs for effective professional practice • Identify potential adjustments in personal and professional behaviours and their impact on professional activities 	<ul style="list-style-type: none"> • Practise adequate self-assessment and monitoring • Reflect on personal and professional effectiveness in professional practice and in engagements with other social service professionals • Identify and assess assumptions and implicitly biases underlying actions and experiences of self, clients or other professionals • Assess objective and subjective approaches to make sense of client experiences and situations • Assess and discuss professional developmental needs • Plan learning development according to professional requirements and proactively seek supervision, consultation or relevant trainings 	<p>and the social context to provide other insights in professional practice</p> <ul style="list-style-type: none"> • Adapt personal and professional behaviours based on objective and subjective assessment of client information • Practise effective self-assessment • Assess the strengths, weaknesses and professional development needs of self and other social service professionals • Evaluate the efficacy of personal and professional behaviours in professional activities and service provision and adapt accordingly • Facilitate adaptations to personal and professional behaviours by other social service professionals amidst client interactions, ethical dilemmas, conflicts and misalignments in personal values and beliefs • Establish, prioritise, implement, and evaluate development plans to meet development needs and professional effectiveness • Seek out peer feedback and/or supervision to improve personal and professional effectiveness 	<p>outside of professional practice</p> <ul style="list-style-type: none"> • Analyse needs for competent, effective and safe practice, and provide active support for professional staff development • Monitor, evaluate and reflect on professional practice • Review effectiveness of development opportunities and resources in meeting professional development needs • Discuss individual reflections and reflexion with peers, supervisors or mentors • Develop frameworks and action plans to prioritise aspects of professional practice for development 	<ul style="list-style-type: none"> • Promote a safe environment for self-reflection and assessment • Drive improvements to support systems within or outside the organisation to support development of professional practice
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