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Competency Framework

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| **Communication**  |
| **Competence**  |
| 1. Ability to effectively communicate; both verbally and in writing, with individuals and groups
2. Ensures there is an effective flow of information in terms of awareness and undersatnding 3. Is flexible and able to use varying styles and methods of communication

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| **Knowledge**  | **Skills**  | **Attitudes**  |
| **Demonstrate knowledge of:** * Previous experience of working one to one and in a group work situation
* Knowledge of effective communication styles such as active listening, empathy, negotiating and important non verbal ques.
* Knowledge of conflict resolution techniques
* Awareness of cultural dynamics
* Intellectual Communication
 | **Demonstrate the ability to:** * Communicate openly and honestly
* Ability to communication accurately, clearly and as intended
* Skilled in both verbal and written communication
* Expresses ideas and vision clearly and logically
* Is capable of communicating to diverse audiences – language, tone and style
* Can adjust communication style to the different situations or people, particularly within different culture settings
* Proactive in sharing information and resources across sectors
* Flexible and able to use a variety of styles and methods of communication
 | **Demonstrate:** * Openness and understanding
* Willingness to consider new ideas and ways of thinking
* Non judgemental and encouraging
* Confident in one’s abilities
* Effective body language
* Values diversity and respects differences between and within different cultures
* Empathy and Flexibility to different cultures
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| **Positive Advocacy**  |
| **Competence**  |
| 1: Ability to effectively communicate, convey, negotiate or assert the interests, desires, needs and rights of yourself or another person. 1. Be able to create and maintain excellent working realtionships
2. Be able to remain objective and maintaining professional relationships

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|  | **Skills**  | **Attitudes**  |
| **Demonstrate knowledge of:** * Knowledge of relevant local and national services
* Have information regarding the young person’s rights
* Have previous experience of working within a successful Vocational and Education system
* Sound knowledge of funding opportunities

  | **Demonstrate the ability to:**  * Interact diplomatically with the supporting services on behalf of the young person
* Maintain equanimity in the face of resistance or contrary opinion
* High ability to separate personal and professional issues
* Mediate between relevant parties or groups
* Negotiate or exchange ideas, information and opinions with others to
* Be able to formulate policies and programs and/or arrive jointly at decisions, conclusions or solutions
 | **Demonstrate:**  Open minded, with a cooperative and enterprising disposition  A willingness to understand of the young person’s life and previous career experiences  Belief in the young person’s abilities, skills and attributes  Positive in nature with an optimistic outlook      |

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| **Flexibility**  |  |
| **Competence**  |  |
| 1. The ability to deal well with unexpected changes and/or problems
2. Versitile and adaptable to alterations to their rountine

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| **Knowledge**  | **Skills**  | **Attitudes**  |
| **Demonstrate knowledge of:** * Knowledge of the difficulties and challenges of the young person
* Know how to draw conclusions from new and changing information
* Be ethically aware, knowing one’s own boundaries and limitations
 | **Demonstrate the ability to:** * Be able to adapt successfully to changing situations & environments
* Planning ahead, but having alternative options in case things go wrong
* Persisting in the face of unexpected difficulties
* Anticipate, respond & adapt positively to changing environments
* Ability to adapt to change positively in response to changing circumstances
* Good at taking on new

challenges at short notice. * Ability to shift priorities in response to the demands of the situation
* Be able to think quickly to respond to sudden changes in circumstances

  | **Demonstrate:**  Embraces change, and enjoys variety  Is persistent in their beliefs  Keeps calm in the face of difficulties  Comfortable with moving into action without a plan              |
| **Self Reflection**  |  |
| **Competence**  |  |
| 1. To be able to carefully think about one’s own behavior and beliefs
2. Be able to evaluate one’s own performance
3. Accept feedback and critism and be ablem to reflect accordningly

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| **Knowledge**  | **Skills**  | **Attitudes**  |
| **Demonstrate knowledge of:** * Reflective strategies and effective journal writing
* Knowledge of experiential learning and self compassion theories
* Knowledge of Ethical practice, self care and the importance of supervision
* Evidence of continued professional development

  | **Demonstrate the ability to:** * High ability for introspection and the willingness to develop and review ones’ own effectiveness
* Good decision making skills, with an ability to identify changes
* Have an already developed mechanism for analysing actions, beliefs, reactions and thoughts
* Willingness to reflect on ones’ own strengths and limitations
* Be able to effectively describe, analysis and evaluate difficult and/or challenging situations
* Monitor potential for burnout and ensure adequate self-care
 |  Committed to ongoing personal growth and professional development  Objective and open in their self evaluation  Ethically minded with a well developed ethical compass  Accept that there are limits in the work role  Be open for feedback for the purpose of improvement       |

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| **Empathy**  |
| **Competence**  |
| 1.Capacity to share and understand anothers state of mind or emotions 2.Empathetic communication   |
| **Knowledge**  | **Skills**  | **Attitudes**  |
| **Demonstrate knowledge of:**  * Person Centred approach and empathetic communication skills
* Counselling skills
* Motivational Interviewing
* Brief Solution Focus Methods
 | **Demonstrate the ability to:** * Be perceptive to client’s appearance, demeanor, mood, attitude, and behavior
* Be able to identify, assess, and manage the emotions of one’s self, of others, and of groups
* Good interpersonal skills
* Be able to recognize and fully respect a person
* Honest and real in expressing views
* Show warmth and positive regard
* Be able to identify and name the feelings of other accurately
* Possess good non verbal communication
* Problem solving skills
* Be able to support others towards solutions
 | **Demonstrate:**  High emotional Intelligence  Encouraging individual  Kind, considerate and open              |
| **Collaborative Working**  |
| **Competence**  |
| 1. Be able to work in a collaborative way with a variety of local and national services for the benefit of the young person
2. Understand the benefits of effective and collaborative working

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|  | **Skills**  | **Attitudes**  |
| **Demonstrate knowledge of:** * Holistic working practices
* Different types/models of multi-agency working
* The impact of multi-agency working
* Factors influencing multi-agency working
* Effective multi-agency practice
* Care and case management
* Knowledge of local and national agencies and what each does
* Data Protection
 | **Demonstrate the ability to:** * Ensure effective communication and sharing of information
* BE able to identify gaps in service provision
* Be able to identify appropriate agencies and services where cross boundary work can be done
* Have the capacity to resolve problems and improve the flow of ideas and cooperation between agencies
* Understand the factors which can influence multi-agency working
 | **Demonstrate:**  Good decision making skills  Passion for improving service delivery  Solution focused  High trust and understanding and a willingness to take risks  Curiosity & Passion for encouraging & developing multi-agency approach.  Acting as a champion for multiagency approach      |
| **Empowering/Motivation**  |
| **Competence**  |
| 1. Have the ability to work with, understand, motivate, and communicate with individuals and groups
2. Acknowledge, value and build on people’s lives, situations, skills, knowledge and experience
3. Be creative and encouraging in empowering people and communities
4. Be comfortable working with ambivalence and know how to motivate persons towards positive change

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| **Knowledge**  | **Skills**  | **Attitudes**  |
| **Demonstrate knowledge of:** * Motivational Interviewing
* Conflict management and resolution
* Knowledge of employer needs and how to actively advocate client skills and attributes
 | **Demonstrate the ability to:** * Be able to create and maintain a therapeutic alliance with the young person
* Work with people to build confidence and self-esteem as prerequisites to supporting them to undertake action
* Competent in recognising and consolidation of individuals strengths and competencies
* Be creative in their approach to difficult change for the young person, using strategies such as reflective listening, open questions, and helpful summaries.
* Be able to accept and resolve ambivalence about change
* Be able to elicit positive change talk
 | **Demonstrate:** Integrity  Dependable  Discrete   Commitment to change, Believes in equality and inclusion  Positive Advocacy      |
| **Resilience**  |
| **Competence**  |
| 1. Skilled in preparing for emotional situations and adept at managing what comes at them with flexibility rather than rigidity
2. Good at managing stress and dealing with challenging situations
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| **Knowledge**  | **Skills**  | **Attitudes**  |
| **Demonstrate knowledge of:** * Stress management techniques
* Mindfulness
* Effective Self care
* SMART goal setting
 | **Demonstrate the ability to:** * Ability to remain positive in stressful situation
* Be able to adapt quickly to new situations
* A cognitive outlook or tendency to look upon the more favourable side of events
* Ability to adapt and bounce back when things don't go as planned
* Have the capacity to manage strong feelings and impulses
* Competent at offering encouragement and reassurance to help bolster another person's

resilience  | **Demonstrate:** Persistence  Curiousity  Tolerance in adversity  Self Efficacy  Optimisic  A positive view of themsleves and confidence in their own strengths and abilities     |