

Relationship-Based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

OVERVIEW

Looking for ways to use the RBCs and enhance your professional practice? Use this tool to assess your progress in each competency and to identify areas for professional growth. The professional development assessment tool for **supervisors of family services professionals** will support your family engagement efforts and enhance your professional knowledge, skills, and practices.



1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS

Engages in mutually respectful, positive, goal-oriented partnerships with families to promote positive child and family outcomes

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge					
Understands effective relationship-building practices with parents, families, children, and professionals					
Understands the importance of cultures and languages when working with all children, families, and professionals					
Understands the specific competencies, goals, and processes for family services professionals working with families in early childhood settings					

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1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge, cont.					
Understands how reflection and being respectful of family services professionals supports their respectful partnerships with families and other professionals (parallel process)					
Understands the importance of supporting the well-being of family services professionals, including helping them identify support services (for example, physical health and mental health) if needed					
Knows professional ethical standards and how to share them with family services professionals					
Skills					
Guides family services professionals to enhance their ability to help families feel welcome and connected to the program					

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1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Models use of the relationship-based competencies in working with other professionals through collaborative and respectful relationships (parallel process)					
Uses active listening skills that demonstrate cultural sensitivity and openness to feedback from family services professionals					
Uses reflective practices in coaching and supervision to support family services professionals' work and their relationships with families					
Creates opportunities for staff to identify goals and develop professional development plans and follows up on progress regularly					

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1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Guides family services professionals as they build relationship-based competencies					
Provides structured opportunities for family services professionals to learn from individual families and other professionals to enhance their work with families					
Supervisory Practices					
Guides family services professionals to welcome all families, promoting and valuing diversity across family structures, cultures, languages, perspectives, and values					
Helps family services professionals contribute in meaningful ways to families' goals for themselves and their children					

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1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices, cont.					
Coaches family services professionals in reflective listening and other communication skills that are culturally responsive					
Orients new family services professionals to the philosophy, services, and organizational culture of the program that support positive, goal-oriented relationships					
Helps family services professionals develop strong, positive, and effective relationships with families, including families experiencing crises					
Offers training for family services professionals about the relationship-based competencies, including goal-setting and planning with families					

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1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices, cont.					
Coaches family services professionals in reflective listening and other communication skills that are culturally responsive					
Leadership Practices					
Creates a positive organizational culture and climate that promotes relationship-based practices and staff wellness					
Provides professional development opportunities that increase staff knowledge and skill at integrating families' cultures, values, and traditions into daily practices throughout the organization					
Enacts procedures and policies that provide time for daily communication between professionals and parents					

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1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices, cont.					
Enacts policies, to the extent possible, that support family services professionals to work with the same family over time					
Ensures that all family services professionals understand their responsibilities and priorities					
Ensures that all family services professionals and managers know how and where to get additional support for families as needed from others in the program or community					
Ensures that program-wide services respond to strengths, challenges, and needs of families in the community					
Limits caseloads so professionals can individualize support for families and strengthen family well-being					

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1. POSITIVE, GOAL-ORIENTED RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices, cont.					
Provides guidance to family services professionals about policies, guidelines, procedures, and expectations related to confidentiality, privacy, and professional ethical standards					
Ensures that all program policies adhere to professional ethical standards					

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2. SELF AWARE AND CULTURALLY RESPONSIVE RELATIONSHIPS

Respects and responds to the cultures, languages, values, and family structures of each family

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge					
Views professionals and families as having unique strengths and resilience with diverse values, temperaments, and learning styles					
Understands how families' cultures influence caregiving, children's development, family life, and relationships between family services professionals and parents					
Understands and respects variations in families' cultures, languages, experiences, expectations, and child-rearing beliefs and practices					
Understands one's own beliefs, values, experiences, ethics, and biases and how they may affect work with families and their children					

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2. SELF AWARE AND CULTURALLY RESPONSIVE RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills					
Builds positive and supportive relationships with each family services professional					
Identifies and reflects on personal values, experiences, ethics, and biases and uses this information to become more self-aware and more effective in working with a wide range of individuals. Considers issues related to gender, race, ethnicity, culture, educational and ability level, and/or socio-economic class.					
Shows respectful interest in learning about the cultures and languages of professionals and families					
Engages family services professionals in regular discussions about the purpose of learning about each family's traditions, living situation, cultures, languages, and values to better support relationships families and their children					

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2. SELF AWARE AND CULTURALLY RESPONSIVE RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Creates opportunities for family services professionals to reflect on personal values, beliefs, experiences, ethics, and biases that may arise when working with families					
Creates opportunities for family services professionals to problem solve instances in which they feel that family cultural beliefs differ from program policies					
Supervisory Practices					
Offers training and coaching to increase family services professionals' skills for engaging in culturally and linguistically responsive relationships with families					
Offers training and coaching to support use of a variety of communication strategies to reach families					

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2. SELF AWARE AND CULTURALLY RESPONSIVE RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices, cont.					
Ensures that family services professionals speak with families in their preferred language and use skilled interpreters when that is not possible					
Shares reflections with family services professionals about one's own strengths and limitations					
Seeks information or consultation about specific cultural values and practices when necessary					
Leadership Practices					
Welcomes all families, promoting and valuing diversity across family structures, cultures, languages, perspectives, and values					

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2. SELF AWARE AND CULTURALLY RESPONSIVE RELATIONSHIPS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices, cont.					
Works with program management to ensure that the program shows respect for families' languages and cultures					
Integrates different cultural perspectives into policies and procedures and shares with family services professionals					
Provides professional development and self-care opportunities that increase self-awareness and responsiveness to families					
Ensures budget allocation for resources to support home language learning in the program (for example, interpreters, translators, web-based technology, and materials)					

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3. FAMILY WELL-BEING AND FAMILIES AS LEARNERS

Supports families' reflections on and planning for their safety, health, education, well-being, and life goals

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge					
Knows how to help family services professionals recognize family resilience, strengths and resources, and unique gifts and talents, and to recognize what families already do to maintain family well-being and cope with challenges					
Recognizes the emotional effects on family services professionals who are working with families experiencing trauma, depression, substance use disorders, other mental illness, homelessness, domestic violence, food insecurity, and other challenges to family well-being					

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3. FAMILY WELL-BEING AND FAMILIES AS LEARNERS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge, cont.					
Knows that all family services professionals need current information about laws and regulations to support and protect families and their children					
Understands what steps family services professionals need to take to ensure that children and families are safe when their safety may be threatened					
Knows about resources in the community that can help family services professionals support families' safety, health, mental health, financial stability, economic mobility, and educational growth					
Understands ways that family services professionals can offer assistance to families coping with stress and daily challenges					

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3. FAMILY WELL-BEING AND FAMILIES AS LEARNERS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills					
Invites family services professionals to identify their own strengths, gifts, resources, and social supports that help them cope with work challenges					
Works with family services professionals to enhance their skills in crisis management					
Offers training and coaching for family services professionals about how to effectively support families in crisis while maintaining self-care, and adjusting workloads and work conditions when possible					

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3. FAMILY WELL-BEING AND FAMILIES AS LEARNERS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Builds connections between program and community networks that provide families with opportunities to use and build on their strengths and offer services that families identify as needed to support their safety, economic mobility, health, nutrition, and other aspects of family well-being					
Supports family services professionals in ongoing learning about community resources					
Helps family services professionals when they need to work with families about issues that are beyond their current professional skills and knowledge					
Models skills that prevent and address conflict among professionals in the program and between professionals and families					

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3. FAMILY WELL-BEING AND FAMILIES AS LEARNERS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Monitors and addresses family services professionals' stress when working with families who are experiencing serious challenges					
Maintains a current list of program or community resources for families in the program					
Works with family services professionals to identify available opportunities for families related to education, training, and employment					
Leadership Practices					
Implements clear policies regarding the safety and well-being of children, families, and professionals					

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3. FAMILY WELL-BEING AND FAMILIES AS LEARNERS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices, cont.					
Ensures all family services professionals are trained about mandated reporting procedures, how to work with families when child or family safety may be threatened, and how to report suspect abuse or neglect					
Ensures that family services professionals have time to complete required forms and meet reporting requirements					
Establishes policies to ensure coaching and/or reflective supervision for all family services professionals, especially those working with families in crisis					
Ensures that family services professionals adhere to program policies, guidelines, and expectations related to confidentiality, privacy, and ethical standards in work to promote family well-being and families as learners					

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4. PARENT-CHILD RELATIONSHIPS AND FAMILIES AS LIFELONG EDUCATORS

Partners with families to build strong parent-child relationships and supports parents as the first and lifelong educators of their children

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge					
Understands that children’s early family relationships serve as a foundation for later development and learning					
Understands prenatal development and healthy pregnancy behaviors					
Understands that families’ cultures, languages, and history shape the way that parents raise their children and the way that family members relate to each other					
Understands the value of focusing on child development strengths—what children can do and what parents and professionals already do with them—to promote effective communication about children’s development					

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4. PARENT-CHILD RELATIONSHIPS AND FAMILIES AS LIFELONG EDUCATORS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge, cont.					
Understands the value of focusing on family strengths—what families already do to build parent-child relationships—and supports each family member’s development and learning					
Understands human development, especially the central role of parent-child relationships in social-emotional development from childhood to adulthood					
Knows about resources to support families of children who are learning more than one language, have exceptional potential, and/or have specific needs including behaviors considered challenging, disability, or developmental delay					

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4. PARENT-CHILD RELATIONSHIPS AND FAMILIES AS LIFELONG EDUCATORS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills					
Supports family services professionals in building skills to promote positive parent-child interactions					
Offers training and coaching to enhance family services professionals' skills for supporting parent-child relationships and families as lifelong educators					
Engages in a process to identify and implement parenting opportunities that fit with the family's strengths, cultures, and caregiving practices					
Compiles resources to support families of children who are learning more than one language, have exceptional potential, and/or have specific needs including behaviors considered challenging, disability, or developmental delay					

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4. PARENT-CHILD RELATIONSHIPS AND FAMILIES AS LIFELONG EDUCATORS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices					
Works with family services professionals to partner with parents as they set goals for themselves and as they make plans to work toward those goals					
Offers training and coaching for family services professionals about how adults learn and change and for professionals and families about parenting behaviors that support child development and learning					
Guides family services professionals in reflective practice about their work to support parent-child relationships in ways that are culturally responsive					

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4. PARENT-CHILD RELATIONSHIPS AND FAMILIES AS LIFELONG EDUCATORS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices, cont.					
Works with program management and family services professionals to ensure that families have information about their children's progress					
Works with program leadership and family services professionals to ensure that families drive the development of goals for their children (this includes participation in the Individual Family Service Plan [IFSP] and Individualized Educational Plan [IEP])					
Works with family services professionals to develop steps to support transitions of all families and their children to and from other early learning settings or to kindergarten					

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4. PARENT-CHILD RELATIONSHIPS AND FAMILIES AS LIFELONG EDUCATORS, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices					
Ensures that schedules of family services professionals provide adequate time to work with families					
Creates procedures that ensure child progress data is meaningful and understandable and is shared regularly					
Connects family services professionals with resources to support families of children who are learning more than one language, have exceptional potential, and/or have specific needs including behaviors considered challenging, disability, or developmental delay					
Ensures budget allocation for resources to engage parents in supporting child development (for example, web-based technology, materials, transportation)					

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5. FAMILY CONNECTIONS TO PEERS AND COMMUNITY

Works with families to strengthen their support networks and connections with other parents and community members who can address families' strengths, interests, and challenges

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge					
Understands the importance of social support networks for families and professionals					
Knows the resources and opportunities available in the community for both professionals and families					
Knows and shares effective strategies for facilitating social interactions among parents					
Skills					
Provides family services professionals regular peer learning opportunities to share ideas and enhance practice					
Trains and coaches family services professionals on facilitation skills to lead parenting group work effectively					

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5. FAMILY CONNECTIONS TO PEERS AND COMMUNITY, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Provides opportunities for family services professionals to learn about, understand, and engage with the services offered by community organizations and to build relationships with community peers and leaders					
Supervisory Practices					
Promotes awareness of community groups, learning, and volunteer opportunities for families					
Shares information about community educational resources and events with family services professionals					
Helps to promote communication and coordination among community agencies					
Uses effective group facilitation in meetings with staff and community partners					

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5. FAMILY CONNECTIONS TO PEERS AND COMMUNITY, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices					
Includes parents as active participants and leaders in training and decision-making groups so they can share knowledge, skills, cultures, languages, and talents					
Enacts program policies that allow family services professionals to implement and evaluate family group events					
Ensures resource allocation for costs of approved peer-to-peer networking activities for professionals and families					

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6. FAMILY ACCESS TO COMMUNITY RESOURCES

Supports families' use of community resources to make progress toward positive child and family outcomes

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Knowledge					
Understands that families and family networks offer social support and are community resources for other families					
Learns regularly about community resources that offer services to enhance family well-being and children's learning and development					
Understands how to help family services professionals partner with families to match community and program resources with family strengths, interests, challenges, and goals					

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6. FAMILY ACCESS TO COMMUNITY RESOURCES, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills					
Offers or participates in professional development community events to promote connections between community organizations and family services professionals					
Offers training and coaching to support family services professionals to recognize and address situations where immediate assistance or support is needed for the family					
Provides appropriate supervision when family services professionals need support to respond to challenging situations					
Builds relationships with schools and community service professionals to serve families in more comprehensive ways					

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6. FAMILY ACCESS TO COMMUNITY RESOURCES, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices					
Develops strong relationships with community, state, and/or national groups to support family services professionals' work with families					
Provides opportunities for representatives of trusted community organizations to meet and present information about their services to family services professionals and families. Examples include libraries, food banks, and transportation.					
Reviews family services professionals' practices in linking families with community services, when their role requires it, as part of ongoing reflective supervision					

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6. FAMILY ACCESS TO COMMUNITY RESOURCES, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices					
Enacts policies that support family services professionals' and/or supervisors' time to build and nurture relationships with community partners					
Exercises leadership to advocate for resources in the community that meet families' expressed interests or needs					
Uses community assessment data and families' feedback to form relationships with community agencies and improve access to resources					
Evaluates effectiveness of community partnerships specifically to guide and support involvement of family services professionals					

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7. LEADERSHIP AND ADVOCACY

Works alongside parents to build on their strengths as advocates for their families and as leaders in the program and community

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Knowledge					
Understands how professionals can support parent leadership and advocacy in the program and the community					
Knows what changes are needed in the program to uplift parent advocacy and leadership					
Understands the barriers that may impede a family's ability to exercise their power and advocate effectively (for example, in the IEP and IFSP process)					
Skills					
Supports family services professionals in developing skills and confidence to be effective leaders and advocates so they can support families as leaders and advocates (parallel process)					

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7. LEADERSHIP AND ADVOCACY, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Offers skills-based training for family services professionals in engaging and supporting families to be leaders and advocates in the program and community					
Supervisory Practices					
Builds opportunity for parent input, advocacy, and leadership into all aspects of the program					
Promotes opportunities for parent advocacy, input, and volunteering into all aspects of programming					
Invites families to share their experiences serving on parent committees or in program governance					
Shares input from families with program management about the effectiveness of policy councils and parent committees					

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Professional Development Assessment for SUPERVISORS of Family Services Professionals

7. LEADERSHIP AND ADVOCACY, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices					
Provides resources to enable families to participate in program decision-making and governance. Examples include stipends, child care, transportation, and food.					
Enacts policies and processes that engage families in planning, implementing, and evaluating change at the program level as part of program decision-making and governance					
Prioritizes community partnerships that support pathways for parent leadership and advocacy, such as family-led organizations or family support networks					
Trains staff to work with parent advocates and parents in leadership roles					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

8. COORDINATED, INTEGRATED, AND COMPREHENSIVE SERVICES

Works with other professionals and agencies to support coordinated, integrated, and comprehensive services for families across the organization, community, and system

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge					
Understands how the roles of all professionals' support coordinated, systemic, integrated, and comprehensive family engagement to promote child development and family well-being					
Knows the professionals, resources, and systems available in their program and community, and how a family can access the comprehensive services needed to advance their strengths and talents and address their challenges and needs					
Understands policies, guidelines, and expectations related to confidentiality, privacy, and ethical practice					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

8. COORDINATED, INTEGRATED, AND COMPREHENSIVE SERVICES, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills					
Offers training and coaching about outreach and partnering with professionals to facilitate coordination and integration of services for families. Examples include teachers, consultants, other family services professionals, or experts in the community.					
Ensures that family services professionals are aware of and comply with policies, guidelines, and expectations related to confidentiality, privacy, and ethical practice					
Ensures that family services professionals share only information with parental consent within programs and with outside agencies to improve services for children and families					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

8. COORDINATED, INTEGRATED, AND COMPREHENSIVE SERVICES, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices					
Shares information about services in the program and community with family services professionals. Examples include health, mental health, special needs, and child development.					
Helps ensure that coordination happens at all levels in the program					
Leadership Practices					
Creates a positive organizational culture and climate that promotes coordinated, integrated, and comprehensive services					
Enacts policies that provide time for family services to build partnerships with agencies and programs that provide services to families and their children					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

8. COORDINATED, INTEGRATED, AND COMPREHENSIVE SERVICES, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices, cont.					
Enacts policies that provide time for family services professionals to participate in multi-agency team planning meetings to coordinate support for families and their children					
Ensures information about resources and opportunities in the community are compiled and available to support families' and staff safety, health, mental health, financial stability, economic mobility, and educational growth					
Shares aggregated information about groups of children and families that facilitates communication among professionals within and outside the organization in order to improve services delivery					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

8. COORDINATED, INTEGRATED, AND COMPREHENSIVE SERVICES, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices, cont.					
Ensures that policies, guidelines, and expectations are in place to protect the confidentiality and privacy of families related to coordinated, integrated, and comprehensive services					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

9. DATA DRIVEN SERVICES AND CONTINUOUS IMPROVEMENT

Collects information with families and reflects with them to inform goal-setting, planning, and implementation to effect progress and outcomes for families, children, programs, and communities

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge					
Understands the importance of supporting family services professionals in using data for ongoing child assessment and ways to share data with families					
Understands the importance of supporting family services professionals in using data for ongoing family assessment, goal-setting, and progress, and ways to share data with families					
Understands the importance of supporting family services professionals in using data for setting and marking progress toward professional and program-level goals					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

9. DATA DRIVEN SERVICES AND CONTINUOUS IMPROVEMENT, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge, cont.					
Understands the policies and procedures for engaging families in continuous program improvement and the specific role of family services professionals in these processes					
Understands how to partner with family service professionals, parents, and families to share and use information about children, families, programs, and communities to improve program services					
Knows how the program's information management systems can be used to inform planning and goal-setting for parent, family, and community engagement for individual families and the program					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

9. DATA DRIVEN SERVICES AND CONTINUOUS IMPROVEMENT, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge, cont.					
Understands policies, guidelines, and expectations related to confidentiality, privacy, and ethical practice in using data for continuous quality improvement					
Skills					
Offers training and mentoring about how to partner with teachers to discuss child progress and development and implications for current and future planning with parents, especially when developmental issues or concerns arise					
Ensures that data collected with families and about program quality are meaningful and used to help professionals and families work to reach family goals					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

9. DATA DRIVEN SERVICES AND CONTINUOUS IMPROVEMENT, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Provides materials, training, and coaching to enable family services professionals to prepare and accurately use tools to collect, analyze, and share information with families (for example, surveys, observation, or information from their ideas and experiences)					
Guides family service professionals in using research along with information about child development and family well-being to reflect on their practices and change their approach when necessary					
Ensures that data collected with families and about program quality is meaningful and used to help professionals and families work to reach family goals					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

9. DATA DRIVEN SERVICES AND CONTINUOUS IMPROVEMENT, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Encourages family services professionals to engage families in the preparation, collection, analysis, and use of information					
Assists family services professionals in accurately interpreting information collected about children, families, and services					
Uses ongoing program monitoring and review when working with families to collect, aggregate, and analyze data about family engagement and child and family services					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

9. DATA DRIVEN SERVICES AND CONTINUOUS IMPROVEMENT, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices					
Uses data with family services professionals about family outcomes for coaching and reflective supervision					
Trains family services professionals to prepare and use data collection tools (for example, surveys, interviews, observation, and child assessment tools) and to analyze and use information gathered					
Works with program leaders and family services professionals to ensure that families have information about their child’s progress that is understandable and meaningful					
Leadership Practices					
Articulates and implements program policy defining the role of family engagement in continuous program learning and improvement					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

9. DATA DRIVEN SERVICES AND CONTINUOUS IMPROVEMENT, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices, cont.					
Shares data related to family engagement with program staff to improve program systems and services					
Reviews and analyzes program data to develop ideas for program improvement in partnership with program staff and family representatives					
Shares information from program data sources with stakeholders. Examples include teachers and child care providers, other family services professionals, parents, parent committees, Policy Council, and community partners.					
Ensures that program policies, guidelines, and expectations are in place related to confidentiality, privacy, and ethical standards in using data for continuous improvement					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

10. PROFESSIONAL GROWTH

Shows professionalism and participates actively in opportunities for ongoing professional development related to family engagement

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Knowledge					
Knows the importance of, and techniques for, reflective practice and supervision, and coaching					
Understands the importance of healthy self-care habits for one's own well-being and to enhance the ability to build responsive relationships with others, and knows the benefits of modeling this to support family services professionals' self-care efforts					
Understands the importance of facilitating family services professionals' development to support professional growth on an ongoing basis					
Understands legal and professional ethical standards pertaining to confidentiality and privacy and how to help family services professionals apply these standards to their work with families					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

10. PROFESSIONAL GROWTH, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills					
Commits to one’s own professional development by setting goals to strengthen knowledge and understanding of supervision practices					
Maintains and models healthy self-care habits for one’s own well-being and to enhance the ability to build responsive relationships with others					
Uses coaching and reflective supervision techniques with family services professionals					
Works with family services professionals to understand the connection between self-care and the ability to build effective and rewarding relationships with families and colleagues					
Recognizes and builds on family services professionals’ strengths and helps them to set goals and create professional development plans					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

10. PROFESSIONAL GROWTH, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Communicates expectations and tracks progress toward family services professionals' goals through interactions and written materials. Examples include using job descriptions, initial orientation, supervision, professional development plans, and regular performance evaluations.					
Helps family services professionals build networks by connecting with the broader community of professionals who work with families and their children					
Works with family services professionals about professional boundaries, including those that support family's efforts to determine their own goals and develop their own capacities					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

10. PROFESSIONAL GROWTH, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Skills, cont.					
Maintains and models professional boundaries with family services professionals, families, and children					
Supervisory Practices					
Develops and offers a professional development program for family services professionals designed to enhance knowledge and skill development over time					
Ensures family services professionals have opportunities to advance through training or educational experiences					
Provides regular coaching and/or reflective supervision to family services professionals to advance family engagement					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

10. PROFESSIONAL GROWTH, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Supervisory Practices, cont.					
Partners with family services professionals to identify accomplishments, strengths, challenges, needs, and goals, specifying activities for growth and indicators of improvement					
Provides family services professionals regular peer learning opportunities to share ideas and enhance practice					
Creates opportunities for family services professionals to enhance their skills in assessing, referring, and supporting families					
Leadership Practices					
Ensures protected time for coaching and reflective supervision in family services professionals', and supervisors' work schedules					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

10. PROFESSIONAL GROWTH, cont.

Knowledge, Skills, and Practices for Supervisors	I have a solid understanding and skills and continue to grow in this area.	I am making progress in my understanding, skills, and growth in this area.	I need support to learn more and grow in this area.	I would like to focus on this area in my professional practice.	Notes
Leadership Practices, cont.					
Enacts policies and resources to support family services professionals to meet the goals of their individualized professional development plans					
Communicates with family services professionals about performance-based pathways for advancement and career ladder opportunities					
Ensures that all staff members receive the support they need to address personal mental health concerns or excess stress					
Ensures that family services professionals know how to apply program policies, guidelines, and expectations related to confidentiality, privacy, and ethical standards to their work					

Relationship-based Competencies to Support Family Engagement

Professional Development Assessment for SUPERVISORS of Family Services Professionals

Related Resources

Explore these related resources on the Head Start Early Childhood Learning and Knowledge Center (ECLKC) and Child Care Technical Assistance (CCTA) website:

- Head Start Parent, Family, and Community Engagement Framework
- Parent, Family, and Community Engagement Framework for Early Childhood Systems
- Relationship-Based Competencies to Support Family Engagement:
 - Overview for Early Childhood Professionals
 - A Guide for Early Childhood Professionals Who Work with Families
 - A Guide for Early Childhood Professionals Who Work with Children in Group Settings
 - A Guide for Early Childhood Professionals Who Make Home Visits
- Measuring What Matters: Using Data to Support Family Progress

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