

Capability Framework

The purpose of the Capability Framework is to:

- Align performance and conduct expectations with ICH's mission, vision and values
- To assist all workers in identifying performance and conduct expectations
- To support Managers and supervisors in describing performance and conduct expectations
- To support workers, Managers and supervisors to identify learning and development opportunities
- To provide clarity and consistency across the organisation in expectations
- To ensure high quality and appropriate services are delivered

Inala Community House	
Mission	
To strengthen local communities through the provision of high-quality responsive services.	
Vision	
To see strong communities where all people are safe, valued and empowered.	
Values	
<i>Focusing on People</i>	<i>Providing Safe and Supportive Spaces</i>
We are committed to supporting people by building professional relationships which are founded upon respect. We recognise each person as an individual with differing needs and preferences and provide responsive services which equip and empower them to achieve their goals.	We are committed to providing welcoming and inviting services where all people can feel supported and where diversity is valued. We provide safe and inclusive spaces which foster respect and inclusion.
<i>Working Together</i>	<i>Delivering Quality Services</i>
We are focused on working with individuals, community and government agencies to build and strengthen local communities. We seek to foster a sense of belonging through the development of strong networks and by promoting community connections.	We are focused on delivering high quality and meaningful services which uphold strong ethical standards in accordance with community needs and expectations. We continually improve our services to deliver better outcomes for individuals and the wider community.

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
1. Personal Commitment and Integrity					
1.1 Demonstrates a commitment to ongoing personal and professional development	Seeks feedback on behaviour and work performance from supervisors and is responsive to guidance	Seeks feedback on behaviour and work performance from supervisors and is responsive to guidance	Seeks feedback on behaviour and work performance from supervisors and is responsive to guidance	Seeks feedback on behaviour and work performance from supervisors and is responsive to guidance	Actively practices self-reflection and Service evaluation, seeks feedback from a range of sources about performance and is responsive to feedback and guidance
	Discusses with supervisor any gaps in knowledge/ability	Proactively identify gaps in knowledge/ability Able to seek information or identify training options to address gaps Discusses with supervisor any gaps in knowledge/ability	Proactively identify gaps in knowledge and ability for themselves and the team Able to seek information or identify training options to address gaps Discusses with supervisor any gaps in knowledge/ability for self or team	Able to identify gaps in knowledge and ability for themselves and the team Able to seek information or identify training options to address gaps Discusses with supervisor any gaps in knowledge/ability for self or team	Actively identify gaps in knowledge and ability for themselves and the team Actively seek information or identify training options to address gaps Discusses with supervisor any gaps in knowledge/ability for self or team
	Willing to participate in directed training	Actively participate in directed training Incorporate training into personal practice	Actively participate in training Incorporate training into personal practice Shares learnings with other team members	Actively participate in training Incorporate training into personal practice Shares learnings with other team members Incorporates learnings into service delivery practices and/or makes recommendation to supervisor	Actively participate in training Incorporate training into personal practice Shares learnings with other team members Incorporates learnings into service delivery practices, policies and procedures Leads and coordinates team and individual trainings as relevant while ensuring effective use of professional development budgets

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
1.2 Actively participates in supervision and performance processes	Attends supervision when directed and seeks supervisor feedback	Attends and participates in supervision and seeks supervisor feedback	Recognises the value of supervision and performance processes Actively attends and engages in supervision and seeks supervisor feedback (as appropriate)	Recognises the value of supervision and performance processes Actively attends and engages in supervision and seeks supervisor feedback (as appropriate)	Recognises and promotes the value of supervision and performance processes Actively attends and engages in supervision and seeks supervisor feedback (as appropriate)
	Follows any directed supervision processes to prepare for supervision Demonstrates an appropriate level of self-reflection when prompted	Actively prepares for the supervision process Demonstrates an appropriate level of self-reflection about their performance Able to assist in identifying goals or strategies needed to improve performance	Actively prepares for the supervision process Demonstrates an appropriate level of self-reflection about their performance Able to independently offer goals or strategies to improve performance	Actively prepares for the supervision process Demonstrates an appropriate level of self-reflection about their performance Able to independently offer goals or strategies to improve performance	Actively prepares for the supervision process Actively reflects upon about their performance Independently offer and implement goals or strategies to improve performance
	Embraces constructive feedback and complies with directions	Embraces constructive feedback and with assistance is able to incorporate this into individual practice	Embraces constructive feedback and with assistance is able to actively incorporate this into individual practice	Embraces constructive feedback and with assistance is able to actively incorporate this into individual practice	Embraces constructive feedback and is able to actively incorporate this into individual practice
				Same as Manager as appropriate within the Service or program	Creates a safe and supportive environment for supervision and other performance processes Emphasises the role of supervision and other performance processes in supporting individual growth Ensures that workers receive regular supervision (in accordance with service requirements) Identifies and addresses issues promptly and appropriately. Reporting as needed Maintains appropriate records

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
1.3 Recognises diversity and promotes inclusivity	<p>Treats people with respect and courtesy</p> <p>Acknowledge and recognise that people have individual differences, experiences and opinions and takes the time to consider these</p> <p>Seeks to see things from others' perspectives, seeking guidance as appropriate</p>	<p>Treats people with respect and courtesy</p> <p>Acknowledge and recognise that people have individual differences, experiences and opinions and takes the time to consider these</p> <p>Promotes a sense of belonging by equipping and empowering people through safe, respectful and professional relationships</p> <p>Seeks to see things from others' perspectives, seeking guidance as appropriate</p> <p>Informally supports other team members to work effectively with diverse peoples</p>	<p>Treats people with respect and courtesy, also modelling this to others</p> <p>Acknowledge and recognise that people have individual differences, experiences and opinions and takes the time to consider these</p> <p>Promotes a sense of belonging by equipping and empowering people through safe, respectful and professional relationships</p> <p>Maintains awareness of others' personalities, motivations and other diverse qualities of people</p> <p>Actively seeks to see things from others' perspectives through research and open communication</p> <p>Capitalises on the positive benefits that can be gained from diversity and harnesses different viewpoints.</p>	<p>Treats people with respect and courtesy, also modelling this to others</p> <p>Acknowledge and recognise that people have individual differences, experiences and opinions and takes the time to consider these</p> <p>Promotes a sense of belonging by equipping and empowering people through safe, respectful and professional relationships</p> <p>Maintains awareness of others' personalities, motivations and other diverse qualities of people</p> <p>Actively seeks to see things from others' perspectives through research and open communication</p> <p>Promotes inclusivity and recognition of differences, and supports other team members where appropriate to recognise and adapt to these</p> <p>Uses understanding of differences to anticipate reactions and enhance the operation of the organisation</p> <p>Capitalises on the positive benefits that can be gained from diversity and harnesses different viewpoints.</p>	<p>Treats people with respect and courtesy, also modelling this to others whilst also ensuring that this is embedded within Service expectations</p> <p>Acknowledge and recognise that people have individual differences, experiences and opinions and takes the time to consider these</p> <p>Promotes a sense of belonging by equipping and empowering people through safe, respectful and professional relationships</p> <p>Maintains awareness of others' personalities, motivations and other diverse qualities of people</p> <p>Actively seeks to see things from others' perspectives through research and open communication</p> <p>Promotes inclusivity and recognition of differences, and supports other team members where appropriate to recognise and adapt to these</p> <p>Uses understanding of differences to anticipate reactions and enhance the operation of the organisation</p> <p>Capitalises on the positive benefits that can be gained from diversity and harnesses different viewpoints.</p> <p>Encourages the exploration of diverse views and harnesses the benefits of such views.</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
1.4 Demonstrates a professional attitude	Understands and applies ICH's values, complies with the Code of Conduct and consistently behaves in an honest, ethical and professional manner	Understands and applies ICH's values, complies with the Code of Conduct and consistently behaves in an honest, ethical and professional manner	Understands, applies and models ICH's values, upholds the Code of Conduct and consistently behaves in an honest, ethical and professional manner	Understands, applies and models ICH's values, upholds the Code of Conduct and consistently behaves in an honest, ethical and professional manner	Understands, applies, models and champions ICH's values, upholds the Code of Conduct and consistently behaves in an honest, ethical and professional manner and communicates these to team members
Continued on next page	Treats people fairly and equitably and is transparent in dealings with them	Treats people fairly and equitably and is transparent in dealings with them	Treats people fairly and equitably and is transparent in dealings with them Promotes fair and equal treatment of all people	Treats people fairly and equitably and is transparent in dealings with them Promotes fair and equal treatment of all people	Promotes fairness, equality and transparency when interacting with others by modelling and communicating expectations within the team and ensuring policies, procedures and practices are consistent with and exemplify these qualities
	Makes decisions in accordance with established guidelines without favouritism or bias and seeking clarification as required	Exercises an appropriate level of judgement to make decisions in accordance with relevant guidelines and in the best interest of ICH without favouritism or bias. Seeks clarification as required	Exercises a high degree of judgement ensuring that decisions are made in accordance with relevant guidelines and in the best interest of ICH without favouritism or bias. Seeks clarification as required in complex situations where guidelines may not be well established or clear Promotes sound decision making by providing direction to team about relevant guidelines, encouraging people to think in terms of the best interest of ICH and the Service, referring complex questions to the relevant supervisor and working with the supervisor to identify and rectify areas where guidelines are not established or clear	Exercises a high degree of judgement ensuring that decisions are made in accordance with relevant guidelines and in the best interest of ICH without favouritism or bias. Establishes or seeks clarification as required in complex situations where guidelines may not be well established or clear as relevant to the Service Promotes sound decision making by providing direction to team about relevant guidelines, encouraging people to think in terms of the best interest of ICH and the Service, referring complex questions to the relevant supervisor and working with the supervisor to identify and rectify areas where guidelines are not established or clear	Exercises a high degree of judgement ensuring that decisions are made in accordance with relevant guidelines, legislative or regulatory frameworks and in the best interest of ICH without favouritism or bias Ensures clear, well established and accessible guidelines are available to support sound decision making and are clear about responsibilities Promotes sound decision making within the team through communication of guidelines and helping team members to understand the reasons for this. Encourages people to think in the best interest of ICH and the Service
	Demonstrates an awareness of the impact that personal actions can have on the organisation Avoids acting in a way which has the potential to	Understands the impact that personal actions can have on the organisation Seeks to act in the best interest of the organisation and avoid situations which have the	Understands the impact that personal actions can have on the organisation Proactively seeks to act in the best interests of the organisation and avoid situations which have the potential to negatively impact the organisation	Understands the impact that personal actions can have on the organisation Proactively seeks to act in the best interests of the organisation and avoid situations which have the potential to negatively impact the organisation	Understands the impact that personal actions can have on the organisation Proactively seeks to act in the best interests of the organisation and avoid situations which have the potential to negatively impact the organisation

	negatively impact the organisation	potential to negatively impact the organisation	Models and promotes the importance of acting within the best interests of ICH within the team	Models and promotes the importance of acting within the best interests of ICH within the team	Models and actively promotes ICH's mission, vision and values, and the importance of acting in the best interest of the organisation
	Maintains strict confidentiality, following established processes or directions when collecting, handling or disclosing confidential information	Understands the reason for confidentiality requirements, recognises confidential information and follows established processes or directions relating to the collection, handling or disclosure of information in order to maintain strict confidentiality	Understands the reason for confidentiality requirements, recognises confidential information and follows established processes or directions relating to the collection, handling or disclosure of information in order to maintain strict confidentiality Supports other team members to understand confidentiality requirements, identify confidential information and to implement processes relating to confidential information	Understands the reason for confidentiality requirements, recognises confidential information and follows established processes or directions relating to the collection, handling or disclosure of information in order to maintain strict confidentiality Supports other team members to understand confidentiality requirements, identify confidential information and to implement processes relating to confidential information	Maintains strict confidentiality within the Service by actively communicating and ensuring the team's understanding of confidentiality obligations in collecting, handling and disclosing information and reporting any breaches of these requirements in accordance with ICH requirements Understands the reason for confidentiality requirements, the legislative, regulatory or funding requirements regarding confidentiality, recognises/determines what is classified as confidential information and establishes processes for the team when collecting, handling or disclosing this
	Follows established policies, procedures and practices, seeking advice or guidance as required	Follows established policies, procedures and practices, taking the time to learn and understand them and why they exist	Follows established policies, procedures and practices, taking the time to learn and understand them and why they exist Assists supervisor in reviewing, updating or creating policies, procedures and practices, identifying gaps and opportunities within these	Follows established policies, procedures and practices, taking the time to learn and understand them and why they exist Identifies any opportunities for improvement within policy, procedure and practices, and reports these to their supervisor Provides assistance to supervisor to create, review and/or update policies and procedures	Models, communicates and ensures team understanding of policies, procedures and practices within the team and why they exist Maintains an awareness of legislative, regulatory, safety, administrative or best practice requirements in their field and ensures policies, procedures and practices are compliant with these. Has a system to regularly review and identify improvements needed within policies, procedures and practices, and reviews, updates or creates these as needed
	Presents a professional image (e.g. dress, manner, communication)	Presents a professional image (e.g. dress, manner, communication)	Presents a professional image (e.g. dress, manner, communication)	Presents a professional image (e.g. dress, manner, communication)	Presents a professional image (e.g. dress, manner, communication) Establishes an expectation around maintaining a professional image and communicates the importance of this to their team

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
2. Supports Strategic Direction					
2.1 Supports ICH's shared purpose and direction	Understands and supports ICH's mission, vision and values	Understands and supports ICH's mission, vision and values.	Understands and promotes ICH's mission, vision, values and strategic objectives	Understands and promotes ICH's mission, vision, values and strategic objectives	Champions ICH's mission, vision, values and strategic objectives
		Understands the strategic objectives relevant to the service/program.	Understands and actively contributes to the development of strategic objectives relevant to the service/program Clearly communicates goals and objectives to others	Understands and actively contributes to the development of strategic objectives relevant to the service/program Create a shared sense of purpose within the team by clearly communicating goals and objectives to others	Develops the strategic objectives for the Service in accordance with ICH priorities and which incorporates future needs Create a shared and sustained sense of purpose within the Service by clearly communicating goals and objectives to others, illustrating the relationship between Service tasks and ICH goals
	Participate in team planning activities or processes.	Actively participate and contribute to Service and team planning activities or processes (as appropriate)	Actively participate and contribute to Service and team planning activities or processes	Actively contributes to, or coordinates, team planning activities, as appropriate and contributes to Service strategic planning activities or processes Communicates required actions and expected outcomes and encourages others' input	Leads and coordinates Service and team planning activities or processes Communicates required actions and expected outcomes and actively seeks input from others
	Follows supervisor's directions and seeks clarification as required.	Follows supervisor's directions and seeks clarification as required. Works in a way which supports the strategic objectives	Actively contributes to the strategic implementation within the team, as appropriate, and follows supervisor's directions and seeks clarification as required Actively works in a way which supports the strategic objectives and identifies possible opportunities and presents plans to achieve these objectives to the supervisor	Actively contributes to or coordinates the strategic implementation within the team, as appropriate, and follows their supervisor's directions and seeks clarification, direction and approval as required. Actively works in a way which supports the strategic objectives and identifies possible opportunities and presents plans to achieve these objectives to the supervisor	Leads the strategic implementation of the Service while seeking necessary clarification, direction or approvals as required Considers emerging trends and identifies long-term opportunities and risks. Communicates these trends, opportunities and risks to relevant people as appropriate Ensures that Service policies, procedures and practices are consistent with and exemplify the ICH values, Code of Conduct and professional behaviour expectations and strategic objectives

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
2.2 Understands their role within the organisation and the scope of their position	<p>Can see how their work fits into the priorities of the team</p> <p>Knows what other team members do and why</p> <p>Understands their tasks and how to get them done with appropriate level of direction from their supervisor</p>	<p>Understands how their work fits into the priorities of the team</p> <p>Knows what other team members do and why</p> <p>Understands their tasks and how to get them done</p>	<p>Understands how their work fits into the priorities of the team</p> <p>Knows what other team members do and why</p> <p>Understands their tasks and how to get them done and supports team members in understanding their tasks (as appropriate)</p>	<p>Understands how their work fits into the priorities of the Service/team</p> <p>Communicates to the team about how their roles contribute to the team, service and ICH goals (as relevant)</p> <p>Allocates responsibilities to team members</p> <p>Understands their tasks and how to get them done and supports team members in understanding their tasks (as appropriate)</p>	<p>Understands how their work fits into the priorities of the Service/team as well as the organisational objectives</p> <p>Communicates to the team about how their roles contribute to the team, service and ICH goals (as relevant)</p> <p>Allocates responsibilities to team members</p> <p>Understands their tasks and how to get them done and supports team members in understanding their tasks</p> <p>Demonstrates a high level understanding of political, social and economic factors affecting their Service and more broadly ICH.</p> <p>Anticipates implications and applies effective judgement to develop solutions and drive innovative alternatives to resolve complex problems and capitalise on them</p>
	<p>Thinks through tasks and plans ahead to get work done on time.</p> <p>Shows an awareness of issues that may hinder their work (e.g. absences, lack of supplies, etc.)</p>	<p>Thinks through tasks and plans ahead to get work done on time.</p> <p>Actively identifies and seeks to overcome issues that may help of hinder their work (e.g. absences, lack of supplies, etc.)</p>	<p>Thinks through tasks and plans ahead to get work done on time.</p> <p>Actively identifies and seeks to overcome issues that may help of hinder their work (e.g. absences, lack of supplies, etc.)</p> <p>Supports team members to learn and act within the scope of their role, to help them identify and overcome any issues that hinder their work</p>	<p>Thinks through tasks and plans ahead to get work done on time.</p> <p>Actively identifies and seeks to overcome issues that may help of hinder their work (e.g. absences, lack of supplies, etc.).</p> <p>Supports team members to learn and act within the scope of their role, to help them identify and overcome any issues that hinder their work through effective and supportive strategies</p> <p>Monitor team performance to ensure that tasks are completed on time and any performance issues are addressed</p>	<p>Draws on information and alternative points of view.</p> <p>Utilises information channels to disseminate information and engage audiences</p> <p>Anticipates and addresses changes in the environment and any critical information gaps</p> <p>Manages urgent demands with measured and reasoned responses</p> <p>Supports team members to learn and act within the scope of their role, to help them identify and overcome any issues that hinder their work through effective and supportive strategies</p> <p>Monitor team performance to ensure that tasks are completed on time and any performance issues are addressed</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
2.3 Promotes a holistic and integrated approach	Works effectively with team members to achieve optimal outcomes	<p>Works effectively with team members and a range of other stakeholders to achieve optimal outcomes</p> <p>Identifies opportunities to refer clients to other ICH services (as appropriate)</p>	<p>Works effectively with team members and a range of other stakeholders to achieve optimal outcomes and supports other members of the team members to also achieve this</p> <p>Promotes the importance of strong working relationships within the team</p> <p>Identifies opportunities to refer clients to other ICH services (as appropriate) and promotes this as an option within the team</p> <p>Is committed to developing inter-Service relationships to holistically support service users, build inter-team relationships and share knowledge and resources under the direction of the Manager</p>	<p>Works effectively with team members and a range of other stakeholders to achieve optimal outcomes and supports other members of the team members to also achieve this</p> <p>Promotes the importance of strong working relationships within the team</p> <p>Identifies opportunities to refer clients to other ICH services (as appropriate) and promotes this as an option within the team</p> <p>Is committed to developing inter-Service relationships to holistically support service users, build inter-team relationships and share knowledge and resources under the direction of the Manager</p>	<p>Works effectively with team members and a range of other stakeholders to achieve optimal outcomes and supports other members of the team members to also achieve this</p> <p>Identifies opportunities to refer clients to other ICH services (as appropriate) and is committed to raising awareness within the team of other ICH services available and promote access (where appropriate) to these services</p> <p>Is committed to developing inter-Service relationships to holistically support service users, build inter-team relationships and share knowledge and resources</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
2.4 Continuous improvement	Actively participates in continuous improvement processes	Actively participates in continuous improvement processes Identifies opportunities for improvement within service delivery processes and reports these to their supervisor	Actively participates in continuous improvement processes Identifies opportunities for improvement within service delivery processes and reports these to their supervisor Supports Managers to implement improvement opportunities Encourages team members to share their insights into areas for improvement and assists them to suggest different options to improve	Actively participates in continuous improvement processes Identifies opportunities for improvement within service delivery processes and reports these to their supervisor Implements or supports Managers to implement improvement opportunities in accordance with Service requirements Encourages team members to share their insights into areas for improvement and assists them to suggest different options to improve	Builds team commitment to continually evaluating and improving services Encourages and monitors team participation in continuous improvement processes Identifies opportunities for improvement within service delivery processes Works with teams to assign responsibilities and due dates, ensuring that improvement opportunities are actioned efficiently Records details of continuous improvement on the Continuous Improvement register

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
3. Supports Strong Working Relationships					
3.1 Demonstrates ability to communicate effectively Continued on next page	Communicates effectively, presenting the messages clearly and concisely Writes clearly with correct spelling and grammar	Communicates effectively, presenting the messages clearly and concisely, limiting the use of jargon and slang, and speaking at an appropriate volume and pace Explains information using language and communication preferences appropriate to the service user Writes in a professional, clear and concise manner with correct spelling and grammar	Communicates effectively, presenting the messages clearly and concisely, limiting the use of jargon and slang, and speaking at an appropriate volume and pace Explains information using language and communication preferences appropriate to the audience Writes with a high degree of attention to detail, ensuring that it is professional, clear and concise. Models professional and effective communication within the team	Communicates effectively, presenting the messages clearly and concisely, limiting the use of jargon and slang, and speaking at an appropriate volume and pace Explains information using language and communication preferences appropriate to the audience Writes with a high degree of attention to detail, ensuring that it is professional, clear and concise. Models professional and effective communication within the team	Communicates clearly, confidently and effectively, presenting the messages clearly and concisely, limiting the use of jargon and slang, and speaking at an appropriate volume and pace Presents messages clearly and succinctly in a structured manner focusing on key points Explains complex information in a manner appropriate to the audience Writes with a high degree of attention to detail, ensuring that it is professional, clear and concise. Models, promotes and sets expectations regarding professional and effective communication within the team
	Communicates effectively through actively listening to others when speaking and confirming understanding through asking questions	Communicates effectively through actively listening to others when speaking and confirming understanding through asking questions or repeating back concepts and checking that own views have been understood Is aware of personal communication style and preferences, and how this affects others	Communicates effectively through actively listening to others when speaking and confirming understanding through asking questions or repeating back concepts and checking that own views have been understood Is aware of personal communication style and preferences, and how this affects others Adapts communication style to best support effective communication, taking into	Communicates effectively through actively listening to others when speaking and confirming understanding through asking questions or repeating back concepts and checking that own views have been understood Is aware of personal communication style and preferences and how this affects others Adapts communication style to best support	Communicates effectively through actively listening to others when speaking and confirming understanding through asking questions or repeating back concepts and checking that own views have been understood Is aware of personal communication style and preferences and how this affects others Adapts communication style to best support effective communication, taking into consideration each person’s level of knowledge, skill and experience

		<p>Adapts communication style to best support effective communication</p>	<p>consideration each person’s level of knowledge, skill and experience</p> <p>Supports other team members to communicate effectively and adapt communication to best meet the needs across different audiences</p>	<p>effective communication, taking into consideration each person’s level of knowledge, skill and experience</p> <p>Supports other team members to communicate effectively and adapt communication to best meet the needs across different audiences</p>	<p>Supports other team members to communicate effectively and adapt communication to best meet the needs across different audiences</p> <p>Promotes strong communication skills within the team through supervision, training and setting team expectations</p>
	<p>Recognises that people have different viewpoints and ideas</p> <p>Does not react personally or aggressively when faced with different views</p>	<p>Listens to, considers and acknowledges different ideas</p> <p>Discusses issues without getting personal or aggressive</p> <p>Anticipates and identifies other’s expectations and concerns and creates an effective response to address these</p>	<p>Listens to, considers and acknowledges different ideas to develop a clear understanding of the situation</p> <p>Discusses issues without getting personal or aggressive</p> <p>Anticipates and identifies other’s expectations and concerns and creates an effective response to address these</p>	<p>Listens to, considers and acknowledges different ideas</p> <p>Discusses issues without getting personal or aggressive</p> <p>Anticipates and identifies other’s expectations and concerns and creates an effective response to address these</p>	<p>Listens to, considers and acknowledges different ideas</p> <p>Discusses issues without getting personal or aggressive</p> <p>Anticipates and identifies other’s expectations and concerns and creates an effective response to address these</p> <p>Presents persuasive reasoning to differing points of view</p> <p>Engages relevant stakeholders in effective negotiations through knowing desired outcomes and encouraging others to support the same position</p>

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3.2 Establishes clear expectations and professional boundaries	<p>Understands the scope of their role and of the Service, and seeks support for areas outside of scope</p> <p>Builds professional relationships with other team members, service users, service providers and other stakeholders</p> <p>Understands and establishes clear expectations and professional boundaries with service users</p> <p>Responds appropriately to changes in service user’s situation</p> <p>Manages stakeholder expectations by providing expected timeframes and keeping them informed of progress</p>	<p>Understands the scope of their role, other roles within the Service and of the Service itself.</p> <p>Seeks support or provides referrals for areas outside of scope as appropriate</p> <p>Builds professional relationships with other team members, other ICH teams, service users, service providers and other stakeholders</p> <p>Understands and establishes clear expectations and strong professional boundaries with service users</p> <p>Responds appropriately to changes in service user’s situation</p> <p>Manages stakeholder expectations by providing expected timeframes and keeping them informed of progress</p>	<p>Has a clear understanding of the scope of their role, other roles within the Service and of the Service itself.</p> <p>Seeks support or provides referrals for areas outside of scope as appropriate</p> <p>Builds and models professional relationships with other team members, other ICH teams, service users, service providers and other stakeholders</p> <p>Understands, establishes and models clear expectations and strong professional boundaries with service users</p> <p>Responds appropriately to changes in service user’s situation</p> <p>Manages stakeholder expectations by providing expected timeframes and keeps them informed of progress</p> <p>Supports team members to establish clear expectations and professional boundaries</p> <p>Reports any performance concerns to supervisor</p>	<p>Has a clear understanding of the scope of their role, other roles within the Service and of the Service itself.</p> <p>Seeks support or provides referrals for areas outside of scope as appropriate</p> <p>Ensures that roles within their team are well defined under direction of the manager</p> <p>Builds professional relationships with other team members, other ICH teams, service users, service providers and other stakeholders</p> <p>Understands, establishes and models clear expectations and strong professional boundaries with service users</p> <p>Responds appropriately to changes in service user’s situation</p> <p>Manages stakeholder expectations by providing expected timeframes and keeping them informed of progress</p> <p>Supports team members to establish clear expectations and professional boundaries</p> <p>Monitors and holds team members accountable through supervision and performance processes and reports issues in other teams to relevant supervisors</p>	<p>Understands the scope of their role and of the Service and seeks support or provides referrals for areas outside of scope as appropriate</p> <p>Ensures that all roles within the service are clearly defined</p> <p>Builds strong professional relationships, a positive team culture and maintains diverse links with other organisations within the sector, partners and funding bodies.</p> <p>Understands, establishes and models clear expectations and strong professional boundaries with service users</p> <p>Responds to changes in service user’s situation</p> <p>Manages stakeholder expectations by providing expected timeframes and keeps them informed of progress</p> <p>Promotes team understanding of clear expectations and professional boundaries and supports team members to implement these in their practice</p> <p>Monitors and holds team members accountable through supervision and performance processes and reports issues in other teams to relevant supervisors</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
3.3 Acts in a respectful and non-judgemental manner	<p>Acts respectfully and communicates professionally</p> <p>Is open-minded to different points of view</p> <p>Respects and values others opinions</p> <p>Acts in a manner consistent with creating a safe space where others can express themselves</p>	<p>Acts respectfully and communicates professionally</p> <p>Is open-minded to different points of view</p> <p>Respects and values others opinions</p> <p>Recognises strengths in others</p> <p>Acts in a manner consistent with creating a safe space where others can express themselves</p>	<p>Acts respectfully and communicates professionally</p> <p>Is open-minded to different points of view</p> <p>Respects and values others opinions</p> <p>Recognises and promotes strengths in others</p> <p>Promotes and acts in a manner consistent with creating a safe space where others can express themselves</p> <p>Models and promotes acting in a respectful and non-judgemental manner</p>	<p>Acts respectfully and communicates professionally</p> <p>Is open-minded to different points of view</p> <p>Respects and values others opinions</p> <p>Recognises and harness strengths in others to achieve outcomes</p> <p>Promotes and acts in a manner consistent with creating a safe space where others can express themselves</p> <p>Models and promotes acting in a respectful and non-judgemental manner</p>	<p>Acts respectfully and communicates professionally</p> <p>Is open-minded to different points of view</p> <p>Respects and value others opinions.</p> <p>Recognises and harness strengths in others to achieve outcomes</p> <p>Promotes and acts in a manner consistent with creating a safe space where others can express themselves</p> <p>Embeds a respectful and non-judgemental manner in service delivery expectations and promotes this within the service</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
3.4 Promotes a supportive and collaborative approach	<p>Provides prompt and professional service to all stakeholders</p> <p>Works well in a team environment and is supportive of other team members</p> <p>Develops and maintains positive relationships with all stakeholders</p>	<p>Provides prompt and professional service to all stakeholders</p> <p>Works well in a team environment and is supportive of other team members, recognises their contributions, shares ideas and seeks input from others, and contributes to team discussions and planning</p> <p>Shares learnings and resources with others</p> <p>Supports and collaborates with other team members</p> <p>Develops and maintains positive relationships with all stakeholders</p> <p>Liaises with team members, other teams and all relevant stakeholders</p>	<p>Provides prompt and professional service to all stakeholders and promotes this within the team</p> <p>Works well in a team environment and is supportive of other team members, recognises their contributions, shares ideas and seeks input from others, and contributes to team discussions and planning</p> <p>Shares learning and resources with others</p> <p>Supports and collaborates with other team members</p> <p>Builds and sustains positive relationships with all stakeholders</p> <p>Liaises with team members, other teams and all relevant stakeholders</p> <p>Mentors, supports and collaborates with other team members to share knowledge and resources</p> <p>Provides guidance on complex issues to other workers</p> <p>Recognises the different working styles of individuals and anticipates reactions</p>	<p>Provides prompt and professional service to all stakeholders and promotes this within the team</p> <p>Works well in a team environment and is supportive of other team members, recognises their contributions, shares ideas and seeks input from others, and contributes to team discussions and planning</p> <p>Builds and sustains positive relationships with all stakeholders</p> <p>Liaises with team members, other teams and all relevant stakeholders</p> <p>Mentors, supports and collaborates with other team members to share knowledge and resources</p> <p>Provides guidance on complex issues to other workers</p> <p>Encourages and utilises team sharing opportunities</p> <p>Recognises the different working styles of individuals and anticipates reactions</p>	<p>Provides prompt and professional service to all stakeholders and establishes this as an expectation in the team</p> <p>Seeks to develop and embed a strong team culture which promotes a supportive and collaborative approach</p> <p>Builds and sustains positive relationships with all stakeholders</p> <p>Liaises with team members, other teams and all relevant stakeholders</p> <p>Mentors, supports and collaborates with other team members to share knowledge and resources</p> <p>Provides guidance and support to other workers on complex issues</p> <p>Encourages and utilises team sharing opportunities</p> <p>Recognises the different working styles of individuals and factors this into the management of people and tasks.</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
4. Responsive to Service User Needs					
4.1 Recognises all people as individuals and takes into consideration their personal circumstances	<p>Listens to other's perspectives/input</p> <p>Recognises others' as the experts in their own lives</p> <p>Responds to individual preferences or needs when made evident</p> <p>Equip and empower individuals by ensuring they feel safe and valued</p>	<p>Actively seeks, listens to and values other's perspectives/input</p> <p>Takes into consideration each person's life experience, culture, age, beliefs, ability and any other relevant factors</p> <p>Is flexible in how services are provided to support individual preferences and circumstances</p> <p>Responds effectively to individual circumstances</p> <p>Includes support persons, representatives, advocates or any other relevant person/body to provide holistic support</p>	<p>Actively seeks, listens to and values other's perspectives/input</p> <p>Takes into consideration each person's life experience, culture, age, beliefs, ability and any other relevant factors</p> <p>Is flexible in how services are provided to support individual preferences and circumstances</p> <p>Includes support persons, representatives, advocates or any other relevant person/body to provide holistic support</p> <p>Provides guidance and mentoring to team members about person-centred services</p>	<p>Actively seeks, listens to and values other's perspectives/input</p> <p>Takes into consideration each person's life experience, culture, age, beliefs, ability and any other relevant factors</p> <p>Is flexible in how services are provided to support individual preferences and circumstances</p> <p>Includes support persons, representatives, advocates or any other relevant person/body to provide holistic support</p> <p>Provides guidance and mentoring to team members about person-centred services</p>	<p>Actively seeks, listens to and values other's perspectives/input</p> <p>Takes into consideration each person's life experience, culture, age, beliefs, ability and any other relevant factors</p> <p>Is flexible in how services are provided to support individual preferences and circumstances</p> <p>Includes support persons, representatives, advocates or any other relevant person/body to provide holistic support</p> <p>Provides guidance and training to team members about person-centred services</p> <p>Embeds person-centred practices at every stage of service delivery</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
4.2 Demonstrates a planned and purposeful approach to delivering services	<p>Meets required timeframes as directed</p> <p>Prioritises tasks with assistance of supervisor</p> <p>Communicates any issues to supervisor</p>	<p>Meets required timeframes</p> <p>Actively prioritises workload and reviews consistently</p> <p>Seeks to resolve issues and where this is not possible communicates with their supervisor</p> <p>Creates actionable, achievable and measurable plans to achieve goals</p> <p>Collaborates with individuals about service delivery by promoting their choice and control</p>	<p>Meets required timeframes</p> <p>Actively prioritises workload and reviews consistently</p> <p>Seeks to resolve issues and where this is not possible communicates with their supervisor</p> <p>Creates actionable, achievable and measurable plans to achieve goals</p> <p>Collaborates with individuals about service delivery by promoting their choice and control</p> <p>Supports team members to deliver planned and purposeful services</p>	<p>Meets required timeframes</p> <p>Actively prioritises workload and reviews consistently</p> <p>Seeks to resolve issues and where this is not possible communicates with their supervisor</p> <p>Creates actionable, achievable and measurable plans to achieve goals</p> <p>Collaborates with individuals about service delivery by promoting their choice and control</p> <p>Embeds a planned and purposeful approach to service delivery within team processes</p>	<p>Meets required timeframes</p> <p>Actively prioritises workload and reviews consistently</p> <p>Actively resolves issues through multiple avenues and reports to the CEO as required</p> <p>Creates actionable, achievable and measurable plans to achieve goals</p> <p>Promotes service user self-determination, choice and control within the service</p> <p>Embeds a planned and purposeful approach to service delivery within team processes</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
4.3 Seeks to identify and overcome barriers to accessing and engaging with services	<p>Asks relevant questions about other’s views and understanding of their situation</p> <p>Identifies strengths, needs, preferences and aspirations</p> <p>Learns about issues which may be a barrier</p>	<p>Asks relevant questions about other’s views and understanding of their situation</p> <p>Identifies strengths, needs, preferences and aspirations</p> <p>Learns about issues which may be a barrier</p> <p>Seeks to address barriers through learning, tailoring services, seeking team support, working with and/or referring to relevant stakeholders and notifying their supervisor of any issues</p>	<p>Utilises other’s views and understanding of their situation to improve service delivery</p> <p>Identifies strengths, needs, preferences and aspirations</p> <p>Learns about issues which may be a barrier</p> <p>Seeks to address barriers through learning, tailoring services, seeking team support and notifying their supervisor of any issues</p> <p>Provides guidance and mentoring to team members</p>	<p>Utilises other’s views and understanding of their situation to improve service delivery</p> <p>Identifies strengths, needs, preferences and aspirations</p> <p>Learns about issues which may be a barrier</p> <p>Seeks to address barriers through learning, tailoring services, seeking team support and notifying their supervisor of any issues</p> <p>Provides guidance and mentoring to team members</p>	<p>Utilises other’s views and understanding of their situation to improve service delivery</p> <p>Identifies strengths, needs, preferences and aspirations of diverse groups including service users, stakeholders and team members</p> <p>Learns about issues which may be a barrier</p> <p>Seeks to address barriers through diverse strategies</p> <p>Provides guidance to team members through training and supervision</p>

	Junior Worker	Worker	Senior Worker	Team Leader	Manager
4.4 Maintains a focus on achieving goals and outcomes	Focuses on achieving goals or outcomes as directed by supervisor	<p>Focuses on supporting and enabling others to achieve goals or achieving outcomes</p> <p>Regularly reviews plans/how services are delivered</p> <p>Responds effectively to changes in circumstances</p>	<p>Focuses on supporting and enabling others to achieve goals or achieving outcomes</p> <p>Regularly reviews plans/how services are delivered</p> <p>Responds effectively to changes in circumstances</p> <p>Supports team members to meet goals and achieve outcomes</p>	<p>Focuses on supporting and enabling others to achieve goals or achieving outcomes</p> <p>Regularly reviews plans/how services are delivered</p> <p>Responds effectively to changes in circumstances</p> <p>Supports team members to meet goals and achieve outcomes</p> <p>Monitors team performance in achieving goals or outcomes</p>	<p>Focuses on supporting and enabling others to achieve goals or achieving outcomes</p> <p>Ensures that service delivery processes support a goal focused approach and implements a monitoring system to ensure that the service operates effectively</p> <p>Regularly reviews plans/how services are delivered</p> <p>Responds effectively to changes in circumstances</p> <p>Supports team members to meet goals and achieve outcomes</p> <p>Monitors team performance in achieving goals or outcomes</p>