



CORE FUNCTION	COMPETENCY	MASTER OF COMPETENCY	MY PERFORMANCE		
STRATEGIC LEADERSHIP AND VISION			CONSISTENTLY TRUE	SOMEWHAT TRUE	RARELY TRUE
Embodies the vision of FaDSS program	Understands and unites colleagues around the FaDSS vision	Articulates the vision that motivates and directs FaDSS services and specialists			
	Mission- and vision-driven	Promotes specialists' mindsets and behaviors that further the FaDSS mission and vision			
Change management skills	Positive attitude and open mind	Embraces challenges and sees the best in specialists; seeks input from specialists, families, and community partners			
	Demonstrates a growth mindset	Practices an adaptive leadership approach that is responsive and embraces continuous quality improvement			
	Creative, innovative, and solution-focused	Balances policies and procedures while facilitating new ideas and practices			
	Fosters motivation	Inspires motivation among specialists to propel quality services			
Cultural humility and awareness	Embraces diversity, equity, and inclusion (DEI)	Actively engages in efforts that advance DEI; uses DEI self-assessment tools to increase awareness and create a personal development plan			
	Exhibits self-awareness	Aware of stereotypes and cultural biases in interactions with specialists and families			
OPERATIONAL MANAGEMENT					
Administration and operations	Task delegation	Looks for opportunities to streamline tasks; delegates to specialists based on their skills and knowledge			
	Time management	Prioritizes tasks and manages time; rarely works additional hours to complete everyday work			
	Detail-oriented	Attends to details that promote high-quality work			
	Decisive	Makes sound decisions based on a clear understanding of the FaDSS program			
Actively manages performance to align with FaDSS standards	Data analysis	Uses data to communicate program outcomes; implements new strategies to improve services			
	Timely, high-quality data reports	Turns in data reports before quarterly calls; attends call prepared to discuss and use the data to inform practice			
	Fiscal management	Understands program budget (including third-party costs and other funding); clearly communicates program needs to leadership and fiscal staff; practices fiscal responsibility			
	Quality assurance	Articulates and consistently maintains expectations and quality standards (e.g., completes timely file reviews, family staffings, and home visit observations; regularly follows up with specialists)			



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OPERATIONAL MANAGEMENT (CONTINUED)			CONSISTENTLY TRUE	SOMEWHAT TRUE	RARELY TRUE
Proactive and responsive to work environment	Ability and willingness to serve families	Steps in and provides quality services to families when short-staffed			
	Knowledge of program policies and procedures	Equips specialists to execute FaDSS policies, standards, and procedures; voices expectations of quality services			
	Accountable to self and others	Takes responsibility for actions and is transparent; follows through			
	Responsiveness and support	Responds to staff and families by answering questions, supporting changes, and addressing needs; uses inputs from family and staff to set the level of service intensity			
Communication	Active listening	Gives others undivided attention; defers judgment, summarizes, shares, and reflects when interacting with others			
	Communicates clear expectations	Identifies and clearly states goal(s) in written communication and case files; displays direct written and verbal communication; documents expectations in writing; immediately addresses miscommunication			
	Relationships with partners	Develops and maintains strong partnerships in the community to build relationships and streamline service coordination for FaDSS families			
DEVELOPMENTAL SUPERVISION					
Guides and supports professional development	Training	Provides initial and ongoing training to equip staff with knowledge to carry out their jobs			
	Psychological safety	Fosters open, safe communication and feedback; validates specialists' experiences and feelings; consistently shows nonjudgmental positive regard toward specialists and families			
	Professional development	Supports specialists' unique needs for growth in FaDSS program; provides leadership opportunities whenever possible			
	Showcases support	Recognizes and brings out specialists' strengths; celebrates successes			
	Self-care	Models and promotes self-care			
Adaptive management	Conflict management	Maintains neutrality and diffuses emotion when managing conflict; identifies win-win solutions			
	Crisis management	Remains calm and strategic when managing crises			
	Meaningful, timely accountability	Holds specialists accountable to their goals, job responsibilities, and essential quality services			
	Reflective engagement	Regularly engages specialists using the FaDSS coaching tools to help them reach their potential			
	Promotes goal-directed behaviors	Coaches specialists to pursue goals focused on core competencies and skills that relate to roles and responsibilities			