



NATIONAL FEDERATION OF FAMILIES

Bringing Lived Experience to Family Support



National Core Competencies

Levels of Proficiency

It should not be expected that Family Peer Specialists will demonstrate full proficiency in every competency area. Competencies require awareness of information and broad knowledge about how to use that information. It is acknowledged that levels of experience and proficiency will vary.

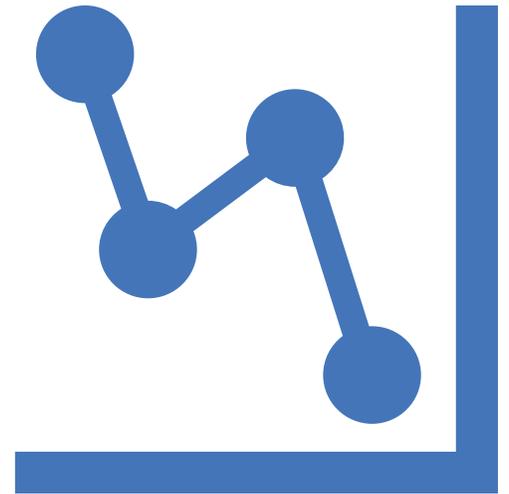
There are 4 proficiency levels:

Basic: Uses basic understanding of the field to perform job duties

Working: Successfully completes diverse tasks of the job; applies and enhances knowledge

Extensive: Performs without assistance; is recognized as a resource to others

Expert/Leader: Seen as an expert and/or leader; guides, troubleshoots; has strategic focus



In order to establish national consistency, broad competency domains need to:

Allow

Allow for national consensus

Adapt

Adapt necessary skill sets and knowledge to meet each state's own needs

Acknowledge

Acknowledge that each state is unique



**Core
Competencies**

National Core Competencies



Professional Responsibilities



Systems Knowledge and Navigation



Resources and Natural Supports



Resiliency and Wellness



Effecting Change

Communication is integral to all of the competencies.



Written and Oral Skills



Person-First, Strengths-Based Language



Values Communication



Rapport Development



Empathy



Interpersonal Skills

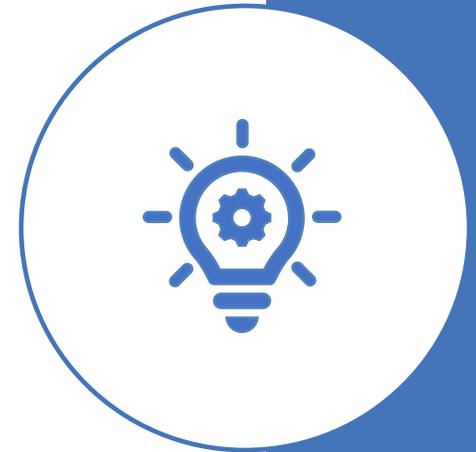


Active Listening and Perspective Taking

Let's look at some examples of what could fall under each competency.

Remember:

- Some skills could fall under more than one competency, depending on how it was implemented
- Just like each family is unique, each state is unique as well
- Based on each state's unique needs, there is the ability to add skills to meet those needs



Professional Responsibilities



Examples of skills that can be assigned to this new competency area:

- Basic Work Skills
- Knowledge of Policies
- Ethics
- Confidentiality
- Boundaries
- Professional Development
- Demonstrating Cultural Humility

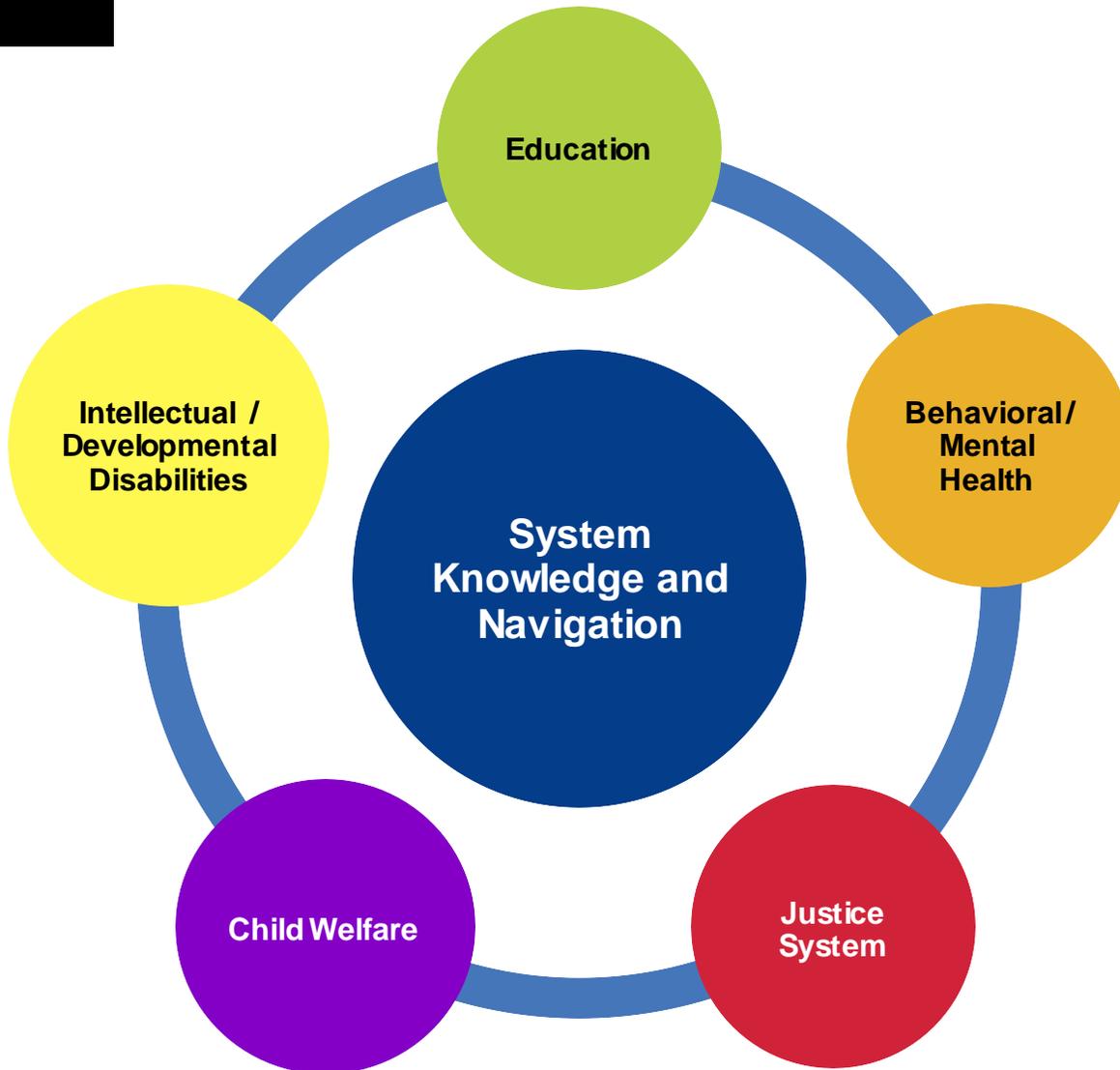


Professional Responsibilities

Could include

- Demonstrating knowledge of basic workplace skills
- Knowing the distinctions between peer support and clinical services
- Practicing cultural humility
- Applying ethical standards
- Conducting self with integrity
- Knowing and adhering to policies and procedures
- Understanding personal and professional limitations and implicit biases
- Incorporating standards of confidentiality
- Displaying professional appearance, attitude and communication
- Using self-disclosure appropriately
- Treating colleagues and clients with respect

Systems Knowledge and Navigation



Examples of knowledge areas that can be assigned to this new competency:

- Education
- Behavioral Health / Mental Health
- Justice System
- Health Care
- Child Welfare
- Use of Peer Services
- Intellectual and Developmental Disabilities
- Substance Use
- Social Services
- Legal Rights and Responsibilities in System Supports



Systems Knowledge and Navigation

Could include

- Demonstrating general knowledge of the educational systems and advocacy within that system
- Describing basic tenets of guardianship and trusts
- Promoting understanding of caregiver rights and responsibilities in system supports / behavioral health / recovery / resilience
- Knowing the stages in the recovery process
- Recovery and resilience
- Managing crisis and emergency situations
- Demonstrating general knowledge of diagnostic profiles and treatment options

And having knowledge of...

Child Welfare
Systems

Use of Peer
Services

Justice System

Intellectual and
Developmental
Disabilities

Social
Services

Health Care

Mental Health
Services

Substance Use

...for Children, Youth and Adults in the home.

This broadly encompassing category would cover knowledge of all systems that touch children, transition-age youth and the adults involved in their lives as well.

Resources and Natural Supports



- Help Families Identify and Use Natural Supports
- Access and Navigate Local Resources
- Identifying Family Strengths, Needs and Outcomes
- Crisis and Safety Planning
- Family Relationship Building
- System Partner Relationship Building



Resources and Natural Supports

Could include

- Demonstrating knowledge of community-based resources and how to access, including funding options
- Collaborating with groups to pool resources
- Negotiating successfully with the community partners to meet families' needs
- Assisting the family to identify goals and develop a plan for success across all life domains
- Demonstrating the ability to provide necessary information and options on resources and support in order to support families to make informed decisions
- Assisting families to identify and use natural supports
- Supporting families to access and navigate local resources
- Promoting positive family relationship building
- Creating opportunities for system partner relationship building
- Assisting family members to identify and build informal family and community supports
- Identifying transition resources

Wellness and Resiliency



- Holistic Approach to Wellness
- Promoting Resiliency
- Recovery Principles
- Impact of Trauma, Compassion Fatigue, Burnout and Grief - *Emerging*
- Wellness Education
- Parenting Skills
- Self-Care Strategies (For Providers and Families) - *Emerging*





Wellness Resiliency

Could include

- Using lived experiences to provide support, encouragement and hope
- Assisting families in building self-confidence / self-esteem
- Assisting families in building stability in their lives (Maslow's Hierarchy)
- Understanding the holistic view of family members' physical, social, mental and spiritual strengths and needs
- Identifying family strengths, needs, and outcomes
- Participating in crisis and safety planning
- Understanding the holistic approach to wellness
- Designing self-care strategies (for providers and families)
- Understanding the impact of trauma, compassion, fatigue, burnout and grief
- Promoting and modeling resiliency
- Incorporating recovery principles
- Providing wellness education resources
- Reinforcing positive parenting skills

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Effecting Change



Building Collaborative Partnerships



Problem Solving



Relationship Building



Effective Advocacy



Addressing Stigma



Systems Navigation



Communication Skills



Interpersonal Skills



Effecting Change

Could include

- Demonstrating effective communication strategies
- Promoting family voice and choice at all levels of systems service
- Assisting families in asserting their rights to meet their needs
- Supporting, teaching and coaching parents to identify and articulate their family's needs and goals
- Engaging families to identify needed systems changes or issues
- Strategically sharing lived experience to effect policy change and assist parents to do the same
- Partnering with families/caregivers and professionals to build collaborative relationships
- Articulating the values of fostering cooperation between families and family-serving systems
- Modeling effective strategies for families without being directive
- Reframing challenges using strength-based language
- Advocating in a solution-focused manner
- Mentoring
- Creating relationships that build resilience
- Mastering the use of interpersonal skills