Cluster Knowledge and Skill Statement

Academic Foundations

Statement: Complete required training and education/certification to prepare for human services employment.

Performance Element: Identify requirements for occupational choice.

Measurement Criteria: Complete requirements for occupational choice.

Performance Element: Manage time to participate in career-related training and/or degree programs.

Measurement Criteria: Present documentation of courses/degrees, training and/or credential successfully completed.

Statement: Apply mathematical skills and concepts of data analysis to perform human services tasks.

Performance Element: Analyze and interpret data to maintain operational documents.

Measurement Criteria: Perform calculations and interpret data at the 12th grade level.

Statement: Use and evaluate information resources to accomplish specific human services tasks.

Performance Element: Use informational texts, Internet web sites, and/or technical materials to review and apply information sources to human services tasks.

Measurement Criteria: Use databases and technical manuals.

Measurement Criteria: Identify and evaluate applicable written material.
Cluster Knowledge and Skill Statement

Communications

Statement: Apply principles of effective oral and written communication to talk and write effectively.

Performance Element: Match communication strategies to the situation (individual and group) and context.

Measurement Criteria: Use appropriate communication strategy for most effective outcome.

Performance Element: Use forms of technical writing appropriately to communicate clearly.

Measurement Criteria: Ensure that written/oral communication is well organized, accurate, clear, and complete as well as using appropriate field/technological terms and definitions.

Statement: Use listening skills to effectively interact with others.

Performance Element: Use listening skills to acquire spoken information.

Measurement Criteria: Accurately identify issues presented.

Statement: Recognize forms of non-verbal communication to fully understand meaning.

Performance Element: Apply and/or interpret nonverbal communication techniques to receive complete significance of messages.

Measurement Criteria: Recognize and use non-verbal communication.

Statement: Use aspects of cross-cultural communication to address diversity.

Performance Element: Recognize barriers and use alternative communications (e.g., sign language) or other languages to match the communication needs of the individual.

Measurement Criteria: Communicate respectfully and effectively with people of different cultures.

Statement: Use helpful communication techniques to support individuals and groups (e.g., conflict resolution, facilitation skills).

Performance Element: Choose appropriate strategy to resolve conflicts.

Measurement Criteria: Resolve conflicts.
Cluster Knowledge and Skill Statement

Problem Solving and Critical Thinking

Statement: Assist individuals to recognize concerns and make informed decisions.

Performance Element: Use several approaches to identify and evaluate alternatives.

Measurement Criteria: Help individuals accurately describe alternatives.
Measurement Criteria: Assist individuals to understand the potential outcomes of all alternatives.
Measurement Criteria: Evaluate and use customer feedback effectively.

Statement: Develop an individualized plan to reflect an individual’s preferences, needs and interests.

Performance Element: Use planning strategies to develop a plan.

Measurement Criteria: Use effective problem-solving and decision-making techniques when assisting the individual with planning.
Measurement Criteria: Produce a work schedule related to the plan.

Performance Element: Evaluate milestones toward planned goals to measure progress.

Measurement Criteria: Document outcomes of planned activities.
Cluster Knowledge and Skill Statement

Information Technology Applications

Statement: Use technology to access, manage, integrate and create information.

Performance Element: Use appropriate software applications to prepare documents and presentations.

Measurement Criteria: Accurately produce specific information from records within a deadline.

Measurement Criteria: Produce clear communication.

Statement: Use existing classification systems to manage information.

Performance Element: Use technology to channel data according to classification systems.

Measurement Criteria: Accurately produce documents based on classification systems.

Statement: Use technology to analyze and interpret information.

Performance Element: Summarize, compare and contrast information to make informed decisions.

Measurement Criteria: Describe and accurately summarize information/data using charts, graphs, and descriptive statistics.
Cluster Knowledge and Skill Statement

**Systems**

*Statement:* Apply principles of planning, design and development to accomplish long-range goals.

Performance Element: Design programs or activities to meet specific organizational needs.

*Measurement Criteria:* Document that programs and activities effectively address needs.

*Statement:* Use the range of human resources available to accomplish team objectives.

Performance Element: Identify and align human resources to meet team objectives.

*Measurement Criteria:* Document that team objectives have been met.
Cluster Knowledge and Skill Statement

Safety, Health, and Environmental

Statement: Recognize risks and potentially hazardous situations to achieve a safe and healthy environment.

Performance Element: Implement procedures to protect the health and safety of all individuals.

Measurement Criteria: Use safety techniques in managing an emergency and ensuring a safe environment.

Measurement Criteria: Document and report emergency/crisis situations and outcomes to appropriate authorities.

Statement: Evaluate emergency situations to defuse them and determine intervention strategies.

Performance Element: Manage the physical and social environment to reduce conflict and promote safety of participants, workers and others.

Measurement Criteria: Use safety techniques in managing an emergency and ensuring a safe environment.

Measurement Criteria: Document and report emergency/crisis situations and outcomes to appropriate authorities.

Statement: Study policies, procedures, and regulations regarding health and safety to promote a safe workplace.

Performance Element: Follow regulations and organizational policies and procedures to assure a safe and healthy environment.

Cluster Knowledge and Skill Statement

Leadership and Teamwork

Statement: Recognize the organization’s mission and its priorities to ensure quality.

- Performance Element: Review the organizational mission to develop organizational priorities.
  - Measurement Criteria: Assist in setting organizational priorities to ensure quality.

- Performance Element: Establish and maintain effective working relationships with all levels of personnel to provide effective services to the client/participant.
  - Measurement Criteria: Use interpersonal skills to build effective working relationships.

- Performance Element: Use organization’s policies, procedures and regulations to work with co-workers to develop practices sensitive to cultural, religious, disability, and gender issues.
  - Measurement Criteria: Set up and/or participate in workshops relating to cultural, religious, disability, and gender issues specific to human services careers.
  - Measurement Criteria: Develop service guidelines with other co-workers.

Statement: Recognize and model leadership and teamwork behaviors to inspire and motivate others.

- Performance Element: Participate in civic and community leadership and teamwork opportunities to enhance skills.

- Performance Element: Use leadership skills to motivate others.
  - Measurement Criteria: Conduct self-assessment of leadership skills.

Statement: Recognize and use team work skills to take advantage of diverse abilities.

- Performance Element: Work effectively with others to achieve objectives in a timely manner.
  - Measurement Criteria: Assess effectiveness of teamwork skills.

- Performance Element: Use conflict-management skills to facilitate solutions.
  - Measurement Criteria: Resolve conflicts.
Cluster Knowledge and Skill Statement

Ethics and Legal Responsibilities

**Statement:** Apply ethical and legal responsibilities to all conduct in the workplace.

**Performance Element:** Comply with legal requirements to assure appropriate conduct.


**Performance Element:** Adhere to recognized ethical standards to inspire confidence.

*Measurement Criteria:* Assess and document adherence to ethical standards.

**Performance Element:** Consult and seek ethical and legal guidance to assure continued compliance.

*Measurement Criteria:* Document, review, and resolve ethical and legal conflicts.

**Statement:** Study legal requirements of personal liability to help guide personal conduct.

**Performance Element:** Apply legal requirements to prevent personal liability.

*Measurement Criteria:* Assess adherence to appropriate personal liability requirements.
Cluster Knowledge and Skill Statement

Employability and Career Development

Statement: Continue professional development to keep current on relevant resources and information.

Performance Element: Use self assessment, organizational priorities, journals, Internet sites, professional associations, peers and other resources to develop goals that address training, education and self-improvement issues.

Measurement Criteria: Write a professional development plan.

Performance Element: Participate in relevant conferences, workshops, mentoring activities and in-service training to stay current with recent changes in the field.

Measurement Criteria: Document completed conferences, workshops, mentoring activities and in-service training.

Statement: Apply career development principles to assure personal and professional growth.

Performance Element: Manage work roles and responsibilities to balance them with other life roles and responsibilities.

Measurement Criteria: Record verbal and/or written feedback from clients/participants regarding role balance.

Measurement Criteria: Write annual performance goals incorporating role balance.

Cluster Knowledge and Skill Statement

Technical Skills

**Statement:** Apply technical knowledge and skills required to function in career paths within the Human Services area.

Performance Element: Practice skills in a chosen career path to gain familiarity with technical processes.

**Measurement Criteria:** Maintain successful employment.

**Statement:** Use resource allocation and distribution to assist with planning the delivery of human services.

Performance Element: Identify strategies to provide human services in the most cost effective manner.

**Measurement Criteria:** Appropriately use resources.

**Statement:** Apply principles of human development to enhance the well being of the individual.

Performance Element: Provide services aligning with human development principles to meet individual needs.

**Measurement Criteria:** Assess and document the satisfaction of clients/customers/participants with services provided.