**[Insert organisation name/logo]**

**CAPABILITY DEVELOPMENT AND REVIEW FORM**

**Employee information**

|  |  |
| --- | --- |
| **Employee name and position** |  |
| **Length of time in position** |  |
| **Length of time with the organisation** |  |
| **Supervisor name and position** |  |

**Review information**

|  |  |
| --- | --- |
| **Review date** |  |
| **Review section** | Domain 2: Communication and engagement  Communicate and engage effectively with people accessing AOD services  Understand and comply with communication and information management responsibilities  Contribute to team and organisational effectiveness  Collaborate and work in partnership to deliver services  Understand and apply conflict resolution skills |

**Assessment ratings**

|  |  |
| --- | --- |
| **Met** | Indicators met |
| **Developing** | Indicators partially met |
| **Not met** | Indicators not met |

| **Domain 2: Communication** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Capability** | **Indicator** | **Rating** | | **Action Plan** | **Timeframe-Status** |
| **Self** | **Supervisor** |
| **Communicate and engage effectively with people accessing AOD services** | * + 1. Communicates clearly and respectfully, adapting style, language, content and format to suit the needs of the person, the situation and the information being provided | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Uses culturally appropriate non-verbal communication, including eye contact and body language, to create a welcoming, safe and supportive environment | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Uses an interpreter and/or appropriate technology where necessary, to facilitate accessible, timely and effective communication | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Actively listens to people without judgement or bias, attending to verbal, emotional and contextual cues | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Communicate and engage effectively with people accessing AOD services** | * + 1. Displays appropriate compassion and empathy, while maintaining professional and ethical boundaries | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Recognises and challenges own values, attitudes, assumptions and beliefs regarding AOD use | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Recognises and understands when it is appropriate to disclose lived experience as a method for facilitating engagement | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Recognises and understands when it is appropriate to use humour as a method for facilitating engagement | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Communicate and engage effectively with people accessing AOD services** | * + 1. Undertakes appropriate follow-up during and after service delivery to ensure that the person’s needs have been met | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Comments** | | | | | |
|  | | | | | |

| **Domain 2: Communication** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Capability** | **Indicator** | **Rating** | | **Action Plan** | **Timeframe-Status** |
| **Self** | **Supervisor** |
| **Understand and comply with communication and information management responsibilities** | * + 1. Identifies and applies relevant legislation and organisational policies, protocols and guidelines relating to privacy and confidentiality | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Uses non-discriminatory language in all verbal and written communication | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Legibly and thoroughly completes designated forms for documentation and reporting | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Maintains currency of skills in using information and communication technologies | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Understand and comply with communication and information management responsibilities** | * + 1. Understands and meets professional and ethical requirements when using social media | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Obtains relevant permissions and informed consent to facilitate exchange of information as required | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Comments** | | | | | |
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| **Domain 2: Communication** | | | | | |
| --- | --- | --- | --- | --- | --- |
| **Capability** | **Indicator** | **Rating** | | **Action Plan** | **Timeframe-Status** |
| **Self** | **Supervisor** |
| **Contribute to team and organisational effectiveness** | * + 1. Relates to colleagues with courtesy, respect and integrity | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Understands team roles and responsibilities and how they contribute to the overall mission and purpose of the program/organisation | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Communicates effectively, respecting diversity and using language that is accessible and inclusive | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Communicates openly and transparently, keeping relevant team members informed of work in progress to enable them to carry out their work effectively | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Seeks and values others’ input, demonstrating willingness to learn from and refer to others for feedback and advice | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Contribute to team and organisational effectiveness** | * + 1. Uses recognition and praise to acknowledge the support and contribution of others in the workplace | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Responds to conflict and differences of opinion constructively and in ways that respect other team members’ points of view | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Maintains a zero-tolerance approach to discrimination, bullying and harassment in the workplace | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Comments** | | | | | |
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| **Domain 2: Communication** | | | | | |
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| **Capability** | **Indicator** | **Rating** | | **Action Plan** | **Timeframe-Status** |
| **Self** | **Supervisor** |
| **Collaborate and work in partnership to deliver services** | * + 1. Maintains a good working knowledge of relevant service providers and their role, services and referral/access criteria | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Communicates openly, builds trust and treats other service providers fairly, ethically and as valued allies | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Works cooperatively and collaboratively with other service providers to achieve common goals, while respecting confidentiality and practice boundaries | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Responds to service provider requests efficiently and effectively as appropriate | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Collaborate and work in partnership to deliver services** | * + 1. Participates in relevant professional and interdisciplinary activities to expand own professional network | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Comments** | | | | | |
|  | | | | | |

| **Domain 2: Communication** | | | | | |
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| **Capability** | **Indicator** | **Rating** | | **Action Plan** | **Timeframe-Status** |
| **Self** | **Supervisor** |
| **Understand and apply conflict resolution skills** | * + 1. Recognises potential conflict situations and management approaches within AOD practice contexts | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Communicates clearly and calmly, manages own emotions and maintains composure in situations where tension, conflict or emotions arise | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Uses de-escalation, harm minimisation and negotiation skills as appropriate to achieve best possible outcomes | Met  Developing  Not met | Met  Developing  Not met |  |  |
| * + 1. Escalates concerns to more experienced colleagues and/or to the appropriate manager/supervisor/other, as required and without delay | Met  Developing  Not met | Met  Developing  Not met |  |  |
| **Comments** | | | | | |
|  | | | | | |