**[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** |
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| **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** |
|  |

| **Domain 2: Communication** |
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| **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** |
|  |

| **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** |
|  |