



Professional Competence

NBASW Ethics, Standards & Guidelines Training
2024-2025 Registration Season



NBASW Ethics, Standards & Guidelines Training

- One NBASW Ethics, Standards & Guidelines Training is required for practicing and non-practicing members each registration year.
- Watching the webinar counts as a Group A activity.
- Track activities on annual CPE Log.
- This presentation applies to all Registrants (social workers & social work technicians).

Presentation Outline



NBASW Code of Ethics



Scope(s) of Practice



Importance of Registration



Professional Competence



Cultural Competence



Competence with Technology

NBASW Code of Ethics

The NBASW Code of Ethics (2007):

- Identifies core values and principles;
- Guides professional practice and behaviors;
- Outlines ethical obligations; and
- Provides a framework for assessing whether a social worker or social work technician has engaged in unethical conduct.

A Code of Ethics cannot guarantee ethical behavior. Ethical behavior is guided by a social worker's commitment to engage in ethical practice.

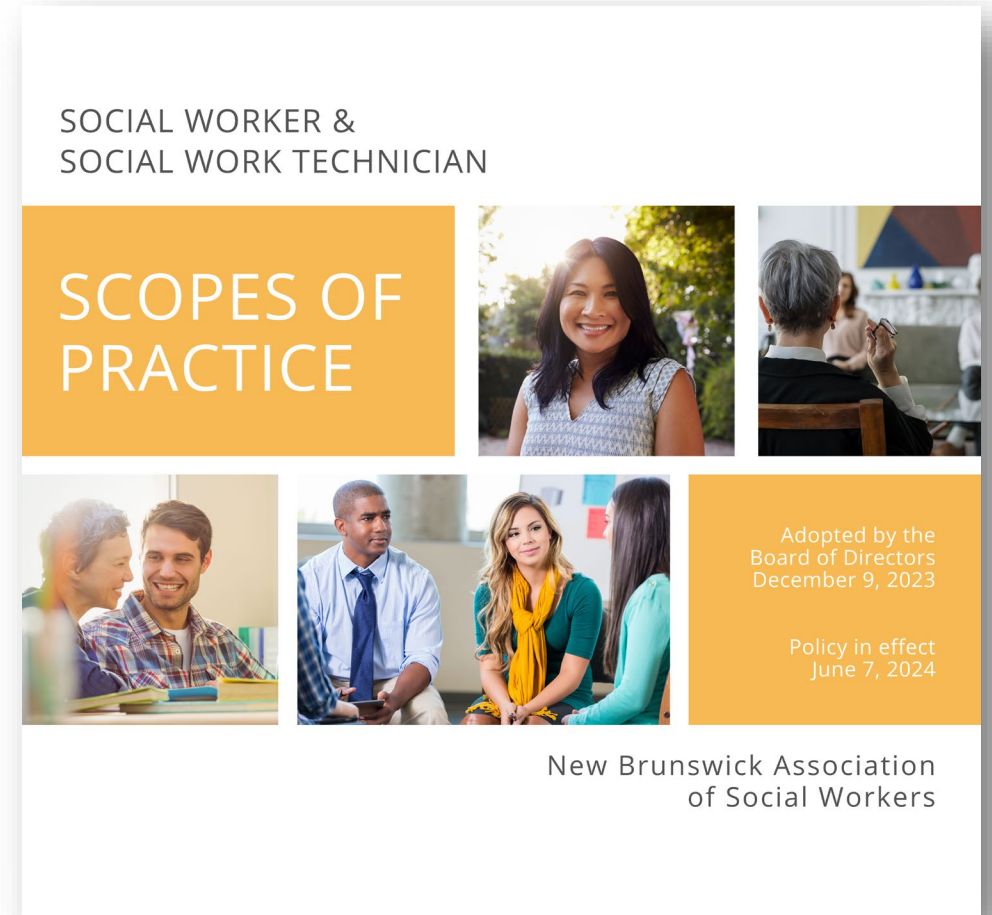


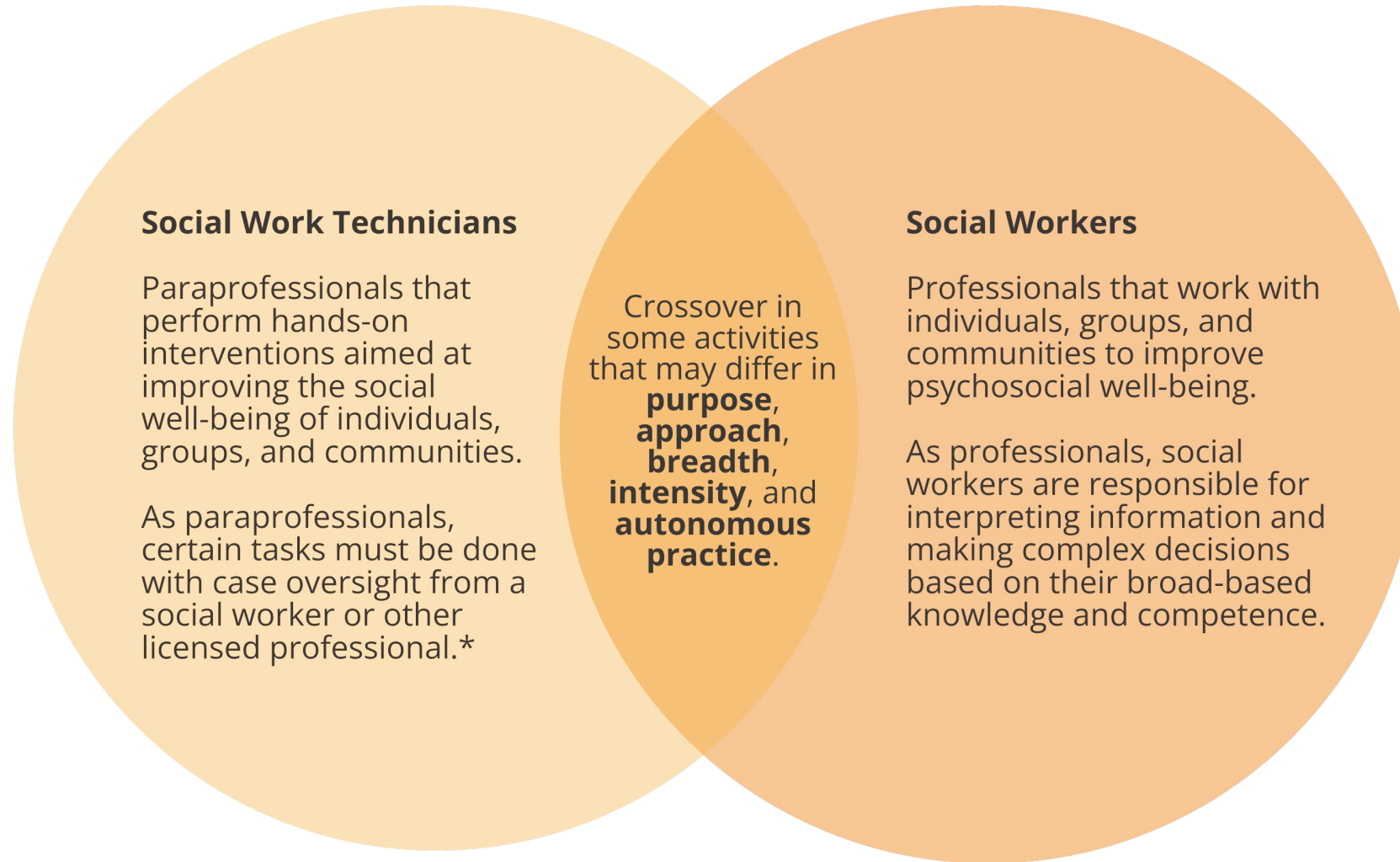
Ethical Obligations

1. Ethical obligations to **clients**
2. Ethical obligations in **professional relationships**
3. Ethical obligations to **colleagues**
4. Ethical obligations in the **workplace**
5. Ethical obligations in **private practice**
6. Ethical obligations in **research**
7. Ethical obligations to the **profession**
8. Ethical obligations to **society**

Scope(s) of Practice

- *Social Worker & Social Work Technician Scopes of Practice* document in effect June 7, 2024
- Social workers and social work technicians each have their own scope of practice.
- A scope of practice outlines the boundaries of practice and activities that can be performed.
- Activities can only be performed if:
 - 1. they fall within the scope; and
 - 2. the Registrant is competent.





**Social workers may also perform activities within the social work technician scope of practice while social work technicians perform activities within their specific scope.*

Importance of Accurate Representation

- Registrants have an ethical obligation to ensure that claims about competence are clear and forthright.
- Registrants can only claim competence in areas that they have sufficient skills, education, and knowledge in.
- Registrants cannot claim expertise in an area without formal training.
- Registrants must also be forthright about their professional designation and what falls within their specific scope of practice.



Professional Competence

Defining Professional Competence

- Having the knowledge, skills, training, attitude, and judgment necessary to practice safely and effectively.
- Protects clients and ensures they receive high quality services.
- NBASW Code of Ethics (2007)
 - Value 6: Competence in Professional Practice
- Never-ending push for personal and professional excellence while promoting the rights of those we serve.

“The ability to fulfill the requirements of a job or other obligation. Competence in social work includes the possession of all relevant education and experiential requirements... and the ability to carry out work assignments and achieve social work goals while adhering to the values of the code of ethics of the profession.”

(Barker, 2014)

Assessing & Enhancing Competence

Self-Reflection

Education, Training & Experience

Continuing Professional Education (CPE)

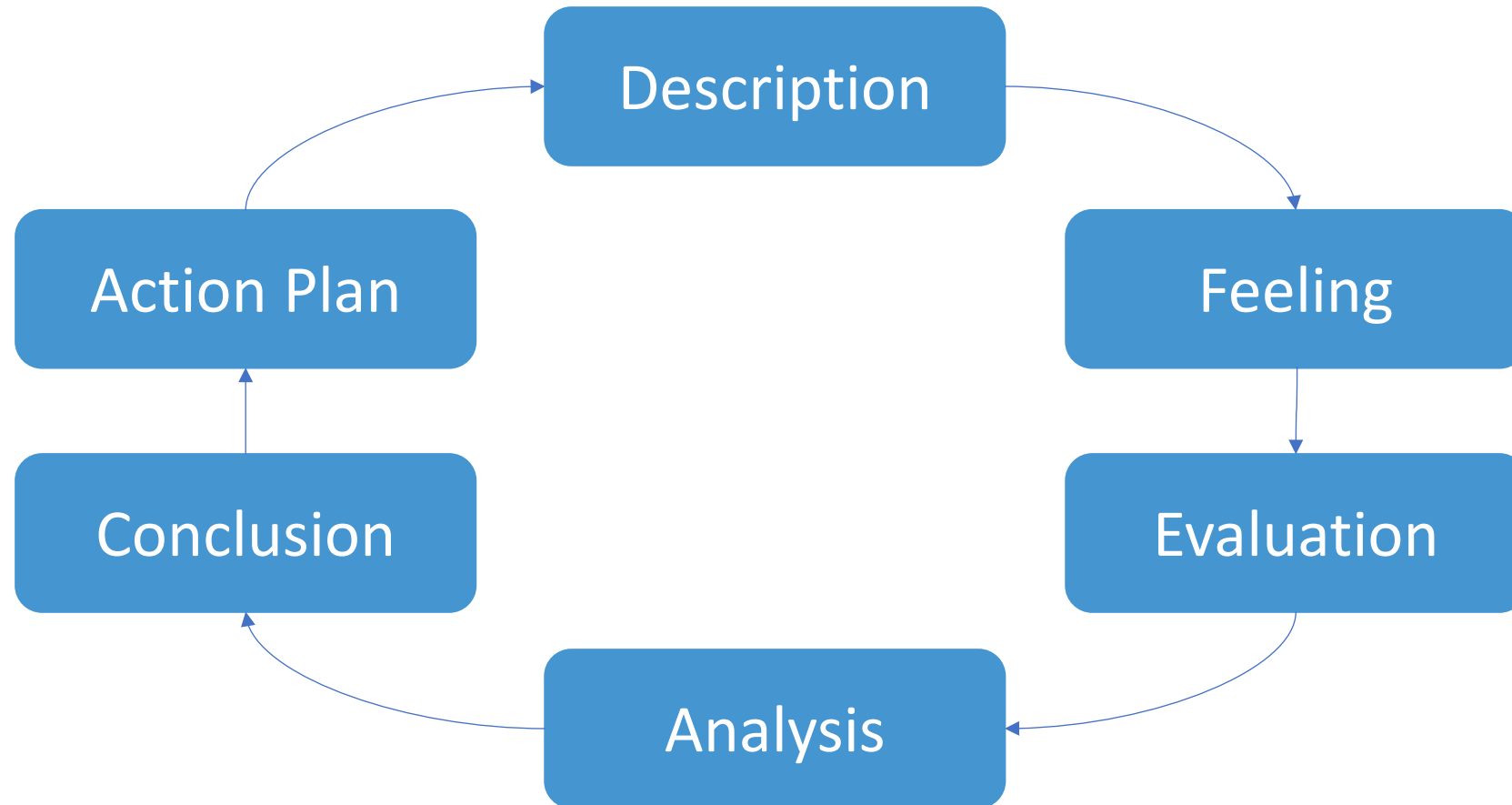
Supervision & Consultation



Self-Reflection

- Key skill for Registrants to have.
- Registrants must be aware of their strengths, limitations, and perspectives.
- Enables professionals to critically assess their actions, decisions, and experiences and to adjust their practice accordingly.
- It encourages critical thinking and is an ongoing process.

Gibbs' Reflective Cycle – Reflecting on an Experience



Adapted from the University of Edinburgh, Reflection Toolkit (2022)

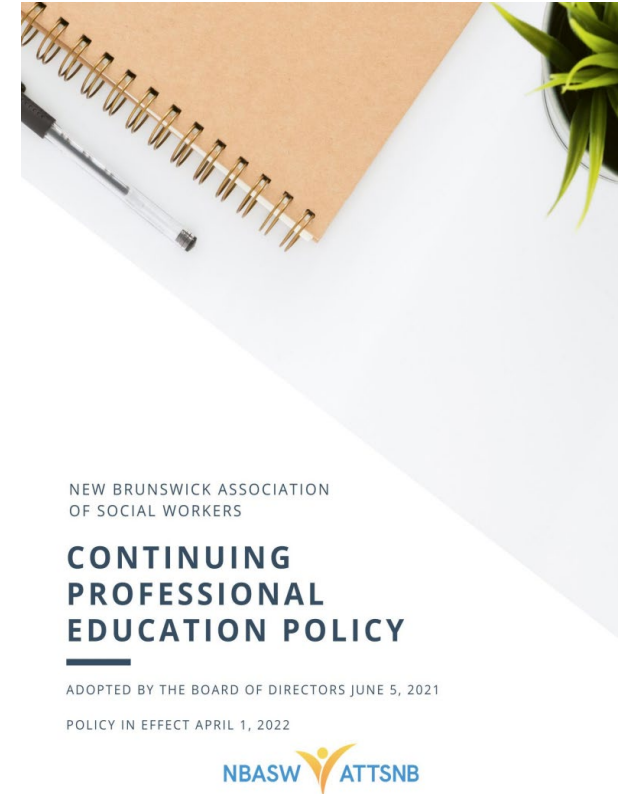


Education, Training & Experience

1. Reflect on your current education, training and experience.
2. Identify any gaps in your knowledge and skills.
3. Identify education, training and skills needed.

Continuing Professional Education (CPE)

- Continuing professional education (CPE) is the lifelong process of engaging in activities to learn new knowledge and skills and deepen professional competence.
- CPE is a critical part in the continued competence of social workers and social work technicians to provide safe, effective, and up-to-date services.
- Registrants have a responsibility to maintain professional proficiency, to continually strive to increase their professional knowledge and skills, and to apply new knowledge in practice.





Scenario #1

Tony is a social worker who has expertise related to child behavior management. A client requested support for their child's behavior and asked if he could complete a Voice of the Child Report.

Tony doesn't have experience in this area, should he do the Voice of the Child Report?

Competence: Responsibilities & Risks

Registrants must:

- Be aware of the extent of their competence.
- Be aware of their professional scope of practice.
- Limit their practice accordingly.

Ask yourself: Do the clients needs fall outside of my area of expertise, usual area of practice, or agency mandate?

Risks of practicing outside our areas of competence:

- Service may not be delivered appropriately.
- Service may be ineffective or may cause harm.
- A complaint may be filed with the NBASW.



Supervision

- A process where a supervisor oversees the work of a supervisee.
- Supervision is aimed at enhancing professional skills and functioning.
- Supervisory relationship is hierarchal.
- There are consistent interactions.
- Ongoing evaluation and feedback provided.
- Often occurs within an agency for clinical, case management, and administrative reasons.

Consultation

- A process that occurs between two professionals.
- During consultation, one professional shares their expertise, advice, or experience with the other regarding a particular matter or problem.
- Consultation may occur between colleagues or peers.
- Takes place on an as-needed basis.
- Can occur within or outside of an agency.

When consulting:

- Inform clients
- Limit disclosure
- Seek only from individuals who have knowledge, expertise and competence
- Work in the best interest of client
- Document



Scenario #2

Amy has been a school-based school social worker for two years and she is interested in applying for a social work position with Addiction and Mental Health.

Does Amy possess the proper competence? What questions can Amy reflect on?



Steps to Take: Engaging in a New Area of Practice

- Engage in appropriate study, training, consultation, and supervision.
- Read literature, consult, consider risks and benefits, and ensure that the new technique is evidenced-based.
- Take appropriate trainings.
- Exercise careful judgment and take appropriate steps to protect clients from harm.
- Be aware of risks and benefits.
- Evaluate whether it is within scope of practice and area of competence.
- Discuss with employer.

Reflection Questions

- What is my experience in this field of practice? Do I have the proper knowledge, skill, and training to provide clients with high-quality services?
- What CPE have I completed?
- What is my commitment to obtaining further education in this particular field?
- What access will I have to supervision?
- What are my identified gaps and how will I address them?
- What type of training in this field of practice is available?
- What criteria is needed for the position?
- What steps should I take going forward to enhance my competence?

Cultural Competence

- NBASW Cultural Competence Standards Regarding Social Workers with Indigenous Peoples (2021).
- Cultural competence defines the skills, knowledge, and attitudes necessary to work effectively with people of other cultures and provide quality care.
- Culturally humility involves becoming a learner when it comes to understanding another person's experiences and cultures.



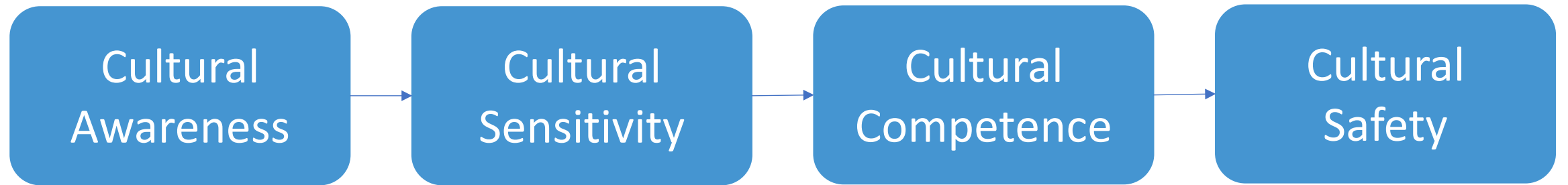
2021

CULTURAL COMPETENCE STANDARDS REGARDING SOCIAL WORK WITH INDIGENOUS PEOPLES

New Brunswick Association of Social Workers

Adopted by the Board of Directors May 8, 2021

Cultural Competence Cont.





Scenario #3

Lisa is a non-Indigenous social work technician who has just started working for an agency that predominantly serves Indigenous peoples. Lisa acknowledges that she has limited knowledge of the experience of Indigenous peoples in Canada and lacks an understanding of the complex systemic issues that continue to impact Indigenous peoples.

What can Lisa do to improve her cultural competence?



Competence with Technology

- Registrants who use technology in the provision of services must ensure they have the necessary knowledge and skills.
- Competence while using technology includes:
 - Knowing current ethical standards, policies, and laws.
 - Knowing the risk and benefits of technology & telehealth services.
 - Knowing how to communicate effectively with clients online.
 - Having a plan for handling emergency situations when a client is in a remote location.
 - Being aware of client's knowledge and their competence with technology.
 - Being sensitive of client's culture and their needs.

Professional Competence Self-Assessment Tool



Professional Competence: Self-Assessment Tool

STRENGTHS <i>What am I doing well?</i>	EDUCATION, TRAINING & EXPERIENCE <i>What am I educated & experienced in?</i>	FEEDBACK <i>What would my peers/supervisors say about my practice?</i>	LEARNING NEEDS & INTERESTS <i>Where can I benefit from further learning?</i>	RELEVANT PRACTICE SKILLS & KNOWLEDGE <i>What would I need for practice?</i>	LEARNING GOALS & NEXT STEPS <i>What is my path forward?</i>

*Adapted from the OCSWSSW Continuing Competence Program
Self-Assessment Tool and Professional Development Plan (2017)*



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