Family support skills across professions and settings

Catalogue of family support skills

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Developing a standardization framework on skills

The **main aim** of EurofamNet WG4 was to develop a common framework for standardization of skills, as the basis for the enhancement, harmonization, and consistency of competencies of family support workforce across Europe.

Focal phenomenon that is observable but not adequately addressed in the existing research:

- ✓ Skill(s)?
- ✓ Family support?
- ✓ Family support workforce?
- ✓ Family support workforce skills?

A catalogue of Family support skills.

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The methodological approach in the Conceptualization of Family Support workforce skills

- Family/children support international organizations/agencies (46 organizations)
- Family therapy, occupational therapy, family educators and family support paraprofessionals (12 organizations)
- Youth support work (30 organizations).

Process of mapping documents of international organizations dealing with families

Systematic review(s) of the literature (peer rewiew journals & books)

Complex guided discussion on clarification of the common

Delphi study

1st round
- 31 experts, 23 countries
- 8 open-ended questions + demografic data

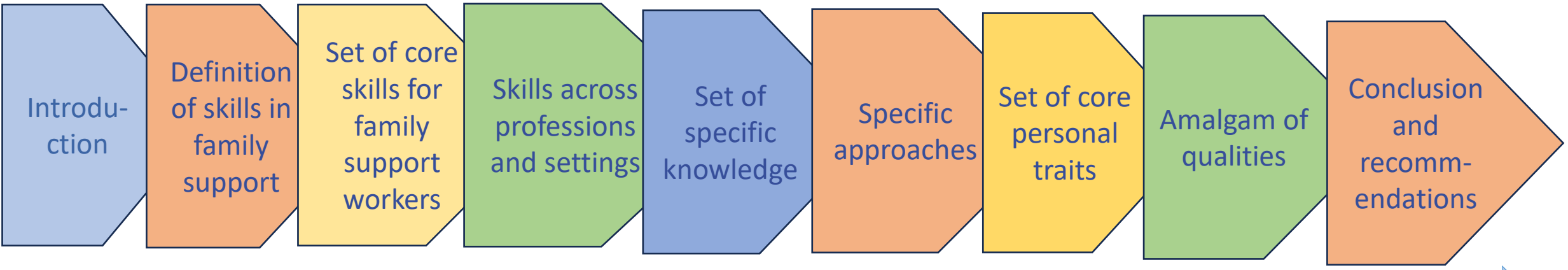
2nd round
- 27 experts
- Ranking questions Definition, list of skills, approaches, typology

3rd round
- 27 experts
- Yes/ No questions

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Catalogue of family support skills
Core and field specific skills



Catalogue systematizes, classifies, presents and describes family support workforce core and field specific skills through the 9 chapters.

https://eurofamnet.eu/sites/default/files/toolbox/compendium-outputs/WG4_CatalogueFSSkills.pdf

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Set of core skills for family support workers across different professions and settings



PARTNERSHIP & COLLABORATION SKILLS

Establishment of relations that ensures that everyone feels there is a fair and just recognition of their time, commitment, and ideas



SET OF EMPATHIC SKILLS

Empathic recognition, understanding, expression, responding and communication, self-other awareness, perspective taking, regulation of emotions, moral, cognitive, emotive, and behavioural components



ADVOCACY & EMPOWERMENT SKILLS

Skills of representation, influencing, and the use of a forum to affect injustice systematically and to bring about specific change and improve the quality of family life



GOOD LISTENING SKILLS

Cognitive, affective and behavioural processes of understanding, receiving, interpreting content and messages, and responding with verbal and non-verbal feedback



PROBLEM SOLVING SKILLS

Ability to generate alternative solutions to social interaction problems, evaluate possible consequences, and choose the most effective solution to the problem



BUILDING TRUST & CONFIDENCE SKILLS

Predictability, reliability, honoring commitments, and genuine faith in the family strengths



USER-FRIENDLY COMMUNICATION SKILLS

Capacity to establish effective communication with family members, and to respect their characteristics and needs, both as individuals and family as a whole

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One example

The summaries of core skills, behavioural and operational examples

CORE SKILLS	BEHAVIOURAL EXAMPLES	OPERATIONAL EXAMPLES
PARTNERSHIP AND COLLABORATION	Being able to establish and maintain effective relationships with the family, other participants and within the team, to develop alliances or associations with all participants to exchange information and enhance the quality of the family support. To express themselves with a collaborative and self-esteem support behaviour, proposing and asking for all participants' opinions and experiences.	A mother from Magras family contacts a psychologist since the family is having difficulty coping with her 15-year-old daughter growing up. She wants the psychologist to advise her on what she can do to make the daughter and her father fight less. The psychologist invites the entire family to a meeting, where she agrees with the family members to work together to create the desired outcomes, with all participants contributing their share to the solution, which they have yet to create together. The psychologist also recommends to the family a social worker for their 14-year-old son since it turns out that the boy has developed a serious behavioural problem in school, and to join a parent support group. She offers the family contacts for other services and discusses with them referral options, after which she consults her colleagues from other departments, and together they continue to work on the desired outcomes.

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https://eurofamnet.eu

The set of core and key field-specific skills for family support workers



FIELD SPECIFIC SUPPORT SKILLS

MEDICINE	MENTAL HEALTH	SOCIAL WELFARE	EDUCATION	LAW
Informing & referral	Partnership & collaboration	Advocacy & empowerment	Partnership & collaboration	Advocacy & empowerment skills
User-friendly communication	User-friendly communication	Partnership & collaboration	Set of empathic skills	Documentation & reporting
Building trust & confidence	Set of empathic skills	Problem solving	Building trust & confidence	Informing & referral
	Managing crisis	Set of empathic kills		

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Model of family support skills



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Practical Implications

Policy implications

Tracing the path for family support workforce skills

- Progressive family support policies require competent and skilled professionals, policies regarding education, development of professional competences, and the design of family supportive organizations and services

Practical implications

Empowering tomorrow's providers and enhancing professional competencies

- Empowering practitioners through training, education, and professional development.
- Empowering practitioners throughout organizational changes in services and sectors is key to future advancement in family support practice.

Challenges

Evidence-based practice

- Improve research knowledge about the acquisition, maintenance, and transferability of family support skills.
- Learn more about the family support process in different practice settings.
- Including the voices of families and children in the knowledge base.

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