

# Career-Span Competencies & Interpretative Statements

Career-Span Competency	Interpretation
1. Act with professional integrity	You are honest and trustworthy in all professional dealings, and share information openly (within the bounds of others' rights to privacy and confidentiality). You respond to situations thoughtfully, and in accordance with ethical principles. You exhibit congruency of intention and action. You maintain appropriate professional boundaries with clients and colleagues. You avoid behaviours which may damage the reputation of profession. You maintain professional deportment consistent with the needs of your workplace.
2. Communicate effectively	You provide others with information in a way they can understand, adapting your language and communication approach as appropriate. You communicate clearly and as concisely as possible, and take steps to ensure that you are understood. You listen carefully to what others have to say. You are alert to, and address, non-verbal signals that suggest discomfort, lack of understanding or unspoken concerns. You identify and take action to resolve conflicts.
3. Comply with legal requirements	You comply in a timely manner with laws, rules, regulations and other requirements established by those with authority to govern the practice of the profession and the professional workplace. This includes federal, provincial / territorial, municipal and local governments, regulatory bodies, and professional authorities.
4. Function in a client-centred manner	You ensure that client wellbeing is at the centre of the decisions you make, and are aware of your obligations to safeguard young persons and vulnerable adults. You give each client your complete attention and allow sufficient time to fully address their needs. You respect client uniqueness and take into account their views, preferences and concerns. You actively involve clients in decision making, and ensure that they are fully informed about and consent to the services you provide.
5. Work within areas of personal knowledge and skills	You clearly identify the parameters of your work, based upon a realistic understanding of the extent of your knowledge, skills and experience. You work independently within these parameters, and you address client needs that exceed your personal limits by referral or collaboration.
6. Maintain a safe work environment	You take action to ensure the physical safety of all who enter your work environment. You optimize the physical and emotional safety of clients throughout service provision.
7. Maintain comprehensive records	You ensure that complete, accurate, clear, legible and up-to-date records are kept of all your professional activities, using appropriate terminology. You ensure that records are secure, and maintained for any period of time that may be required by statute. You make complete client records available to clients themselves, and to others with a legitimate right of access.
8. Maintain personal wellness consistent with the needs of practice	You maintain your own health, wellbeing and personal care such that you are able to provide optimal client services; this includes maintaining your physical, mental and emotional health and addressing work-life balance.
9. Manage time and resources effectively	You treat your own time and that of your clients as valuable resources that must be effectively managed to optimize service provision. You take steps to utilize the resources of your practice in a manner that best serves the collective needs of all your clients. You recognize, and where appropriate contribute to, the efficient use of public resources in the broader public interest.
10. Treat others respectfully.	You recognize and value the uniqueness of others as individuals. You act with cultural sensitivity. You treat others with respect and fairness, and provide services to clients without discrimination or prejudice.
11. Practice in a manner consistent with current developments in the profession	You take regular, active steps to keep your knowledge and skills up to date; this includes reading professional literature, attending conferences, participating in courses and workshops, and consulting with colleagues.
12. Use an evidence-informed approach in your work	You make workplace decisions by integrating the best available evidence relating to the situation at hand (including research and credible published information), your own professional knowledge (including that of trusted colleagues), the client perspective, and the practice context.
13. Interact effectively with other professionals	You maintain good working relationships with other professionals. You regularly network with colleagues within the profession. When it is in the best interest of your client, you work with others intra- and inter-professionally.
14. Practice in a self-reflective manner	You regularly take time to consciously think about your practice, to analyse your decisions and their impact. You obtain feedback from others, and you draw on external information, to achieve continuously improve your professional role and capacity.