



# Core Knowledge and Skill Competencies: Systems Linkage, Analysis and Development

In addition to the Ethics, Values and Legislation competency highlighted in the last issue, another core knowledge and skill competency is Systems Linkage, Analysis and Development.

The 4 proficiency levels for this are:

## Foundational

- Knowledge of systems and availability of resources with a view to represent clients' needs
- Knowledge and ability to:
  - Empower clients to access needed resources
  - Apply social justice frameworks in the client system



## Intermediate

- Knowledge and ability to identify service gaps and represent the needs at the agency or institution level
- Ability to influence change at agency level to enhance client access to needed resources
- Knowledge of dynamics within organisations that social workers are appealing to, and ability to integrate that with representations of case to frame appeals for beneficiaries
- Ability to facilitate and initiate collaborative activities for advocacy



## Advanced

- Knowledge of conflict management and negotiation skills to manage and resolve inter- agency conflict
- Ability to:
  - Adopt appropriate strategies to negotiate and influence changes in specialised practice settings (e.g. youths, disabled, aged)
  - Appraise power relationships and multiple agenda/ positions of different parties in the system



## Expert

- Knowledge and ability to analyse service gaps and represent the needs at the system-owner level
- Knowledge of collaboration at the systems level and advocacy, and the ability to establish long-term relationship with key partners
- Ability to strategise to bring relevant stakeholders and agencies together for meaningful social action