Competency Assessment

Tier A: Support Staff

2016 Version

A group of people sitting at a table

Description generated with very high confidence

Adapted by the Missouri Institute for Community Health from an assessment developed by the Western Region Public Health Training Center. Original content provided by the Council on Linkages Between Academia and Public Heath Practice.

**Competency Assessment for Tier A: Support Staff for Public Health Agencies[[1]](#footnote-1)**

**Introduction**

The “Council on Linkages between Academia and Public Health Practice’s Core Competencies (<http://www.phf.org/programs/corecompetencies> ) were developed to identify skills important for the practice of public health. The Core Competencies serve as a starting point for local public health agencies to understand, assess, and meet training and workforce needs.

The purpose of this self-assessment is to help you reflect on your level of competence on key dimensions of public health practice. This will allow you to identify professional growth opportunities for yourself and identify what training opportunities would be most valuable to you in the future.

THE INFORMATION YOU PROVIDE WILL NOT BE USED BY YOUR AGENCY FOR RATING YOUR JOB PERFORMANCE.

**How to Complete This Competency Assessment**

This assessment is divided into the following domains: 1) Communication; 2) Community Dimensions of Practice; 3) Cultural Competency; 4) Policy Development/Program Planning; 5) Public Health Sciences; 6) Analysis and Assessment; 7) Financial Planning and Management; and 8) Leadership and Systems Thinking, 9) General Office Skills. Each Core Competency domain has specific knowledge and skills that make up the domain in daily practice. You may spend more time on the job performing some of them than you do on others, and some may be entirely new to you. Even if this is the case, we ask that you answer each item the best you can.

For each of the competency statements, think about how well you are currently able to perform the skill. Then rate your level of proficiency by selecting which of the following corresponds to your level of knowledge or skill:

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Expert | You are highly knowledgeable and skilled. This means your proficiency is very high on a daily basis. You might even feel comfortable teaching it to others |

At the end of each domain there is a place to write any comments you have. For example, if you feel like an expert but may still want training or learning opportunities in a particular skill, please enter your comments in the comments section. These comments may be helpful to you and your supervisor in planning for your professional development.

After you have entered your responses for each domain, the sum of your scores will appear in the column next to “Total Score”. Your average score will also appear in the column next to “Average Total” and in the corresponding row of the “Your Results” section at the end of the competency assessment.

**Communication Skills**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Proficient | You are very comfortable using this knowledge and skill on a daily basis. You have developed this skill to a higher degree than average |
| 5 = Expert | You are highly knowledgeable and skilled. This means your proficiency is very high on a daily basis. You might even feel comfortable teaching it to others |

|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Communicate health information based on the client’s individual needs and understanding | - |
| 2 | Use effective oral and written communication | - |
| 3 | Convey public health information using a variety of approaches (e.g. handing out brochures, referring to websites, and contact information for community resources) | - |
| 4 | Interact effectively with internal and external customers | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 4 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

Your average score will range between 1 and 5. A score closer to 1 may indicate a need to focus on improving skills within this domain. A score closer to 5 indicates a higher degree of competency in the area.

**Community Dimensions of Practice**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Proficient | You are very comfortable using this knowledge and skill on a daily basis. You have developed this skill to a higher degree than average |
| 5 = Expert | You are highly knowledgeable and skilled. This means your proficiency is very high on a daily basis. You might even feel comfortable teaching it to others |

|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Participate in program efforts | - |
| 2 | Be aware of internal and external key partners and stakeholders | - |
| 3 | Demonstrate knowledge of community resources | - |
| 4 | Inform the public about health department programs and resources | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 4 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

Your average score will range between 1 and 5. A score closer to 1 may indicate a need to focus on improving skills within this domain. A score closer to 5 indicates a higher degree of competency in the area.

**Cultural Competency**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Proficient | You are very comfortable using this knowledge and skill on a daily basis. You have developed this skill to a higher degree than average |
| 5 = Expert | You are highly knowledgeable and skilled. This means your proficiency is very high on a daily basis. You might even feel comfortable teaching it to others |

|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Communicate effectively with persons from diverse backgrounds (including cultural, socioeconomic, educational, racial, gender, age, ethnic, sexual orientation, professional, religious affiliation, mental, and physical capabilities) | - |
| 2 | Recognize that persons come from diverse backgrounds | - |
| 3 | Be aware of the need for a diverse public health workforce | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 3 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

Your average score will range between 1 and 5. A score closer to 1 may indicate a need to focus on improving skills within this domain. A score closer to 5 indicates a higher degree of competency in the area.

**Policy Develop/Program Planning**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Proficient | You are very comfortable using this knowledge and skill on a daily basis. You have developed this skill to a higher degree than average |
| 5 = Expert | You are highly knowledgeable and skilled. This means your proficiency is very high on a daily basis. You might even feel comfortable teaching it to others |

|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Understand the laws and regulations governing assigned programs | - |
| 2 | Assist in the program planning processes | - |
| 3 | Adhere to program policies and procedures | - |
| 4 | Participate in continuous quality improvement activities | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 4 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

Your average score will range between 1 and 5. A score closer to 1 may indicate a need to focus on improving skills within this domain. A score closer to 5 indicates a higher degree of competency in the area.

**Public Health Sciences**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Proficient | You are very comfortable using this knowledge and skill on a daily basis. You have developed this skill to a higher degree than average |
| 5 = Expert | You are highly knowledgeable and skilled. This means your proficiency is very high on a daily basis. You might even feel comfortable teaching it to others |

|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Demonstrate knowledge of the health department vision and mission | - |
| 2 | Recognize role within core public health functions and ten essential services of public health | - |
| 3 | Understand public health related terminology | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 3 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

Your average score will range between 1 and 5. A score closer to 1 may indicate a need to focus on improving skills within this domain. A score closer to 5 indicates a higher degree of competency in the area.

**Analysis and Assessment**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Proficient | You are very comfortable using this knowledge and skill on a daily basis. You have developed this skill to a higher degree than average |
| 5 = Expert | You are highly knowledgeable and skilled. This means your proficiency is very high on a daily basis. You might even feel comfortable teaching it to others |

|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Administer questionnaires and/or interview clients | - |
| 2 | Refer clients to appropriate sources of information | - |
| 3 | Input information with accuracy | - |
| 4 | Maintain HIPPA standards and client confidentiality at all times | - |
| 5 | Use information technology to collect, store, and retrieve data | - |
| 6 | Instruct clients on how to complete applications, forms, and questionnaires | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 6 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

Your average score will range between 1 and 5. A score closer to 1 may indicate a need to focus on improving skills within this domain. A score closer to 5 indicates a higher degree of competency in the area.

**Financial Management and Planning**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Proficient | You are very comfortable using this knowledge and skill on a daily basis. You have developed this skill to a higher degree than average |
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|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Understand the relationship between the local and state public health departments | - |
| 2 | Understand the health department organizational structure and function | - |
| 3 | Comply with health department policies and procedures | - |
| 4 | Understand that health department follows an annual budget approved by the governing body | - |
| 5 | Display appropriate customer service skills when interacting with others | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 5 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

Your average score will range between 1 and 5. A score closer to 1 may indicate a need to focus on improving skills within this domain. A score closer to 5 indicates a higher degree of competency in the area.

**Leadership and Systems Thinking**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
| 4 = Proficient | You are very comfortable using this knowledge and skill on a daily basis. You have developed this skill to a higher degree than average |
| 5 = Expert | You are highly knowledgeable and skilled. This means your proficiency is very high on a daily basis. You might even feel comfortable teaching it to others |

|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Use the health department aspirational tenants when interacting with others | - |
| 2 | Apply health department vision in daily work activities | - |
| 3 | Communicate issues that may affect the delivery of public health services to supervisor | - |
| 4 | Participate in professional development activities | - |
| 5 | Share job knowledge with peers | - |
| 6 | Provide feedback to health department leadership | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 6 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

Your average score will range between 1 and 5. A score closer to 1 may indicate a need to focus on improving skills within this domain. A score closer to 5 indicates a higher degree of competency in the area.

**General Office Skills**

|  |  |
| --- | --- |
| 1 = None/Very Little | You have never heard of this skill or have little knowledge or ability of the skill |
| 2 = Beginner/Aware | You have basic knowledge and limited ability to apply the skill on a daily basis |
| 3 = Competent | You are comfortable with this knowledge or skill. You can apply the skill when needed in your job with little or no consultation on a daily basis |
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|  |  |  |
| --- | --- | --- |
| Rate your competence to… | | |
| 1 | Demonstrate ability to coordinate and prioritize activities and tasks | - |
| 2 | Demonstrate ability to organize and coordinate meetings | - |
| 3 | Maintain files, documentation, and inventory | - |
| 4 | Understand manual and automated records management practices | - |
| 5 | Operate office equipment effectively | - |
| 6 | Comply with health department financial transaction policies and procedures | - |
|  | **Total Score** (Add all scores and enter total here) | 0 |
|  | **Average Total** (Divide the “Total Score” by 6 and enter the results here and into the corresponding row of the “Your Results” section) |  |

Comments

Click or tap here to enter text.

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**Your Results**

Enter the average total from each domain in the corresponding row below.

|  |  |
| --- | --- |
| **Domain** | **Average Total** |
| Communication |  |
| Community Dimensions of Practice |  |
| Cultural Competency |  |
| Policy Development/Program Planning |  |
| Public health Sciences |  |
| Analysis and Assessment |  |
| Financial Planning and Management |  |
| Leadership and Systems Thinking |  |
| General Office Skills |  |

Based on the averages you have for each Domain above, you are now ready to identify your strengths and the areas that you may be able to improve or strengthen, given your job responsibilities. For example, if you scored closer to a “1” for any Domain that is relevant to your job, you may want to consider focusing your time and training efforts towards improving your skills within that core competency domain. Domains with a higher average score should become a lower priority for training and professional development.

Once you have identified your priorities, you can use this information to guide you in developing a learning/training plan with one or more personal professional goals for the next year. You may choose to use this information in guiding a discussion with your supervisor, mentor or coach and in choosing trainings that will help you reach your goals and meet the requirements for continuing competence in your occupation nor discipline.

The following are links to public health core competency training resources:

<http://heartlandcenters.com/>

<https://www.train.org/DesktopShell.aspx>

1. Tier A competencies apply to front line or administrative staff who interact with the public but who do not provide direct public health programming or services. Responsibilities may include referring people to appropriate services or departments, scheduling or checking in clients for appointments, financial or bookkeeping services, or other administrative support. [↑](#footnote-ref-1)