# THE EUROPEAN FAMILY SUPPORT NETWORK

Training School
FAMILY SUPPORT SKILLS:
Creating an agenda for family
workforce skills research
development











# Spanish Initiative on Assessment of Family Support Workforce Skills





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On behalf of the Spanish Team of Researchers, Professionals and Institutions involved in Promoting Positive Parenting

Under the

Collaboration Agreement between The Spanish Ministry of Social Rights and Agenda 2030 and

The Spanish Federation of Municipalities and Provinces (FEMP).

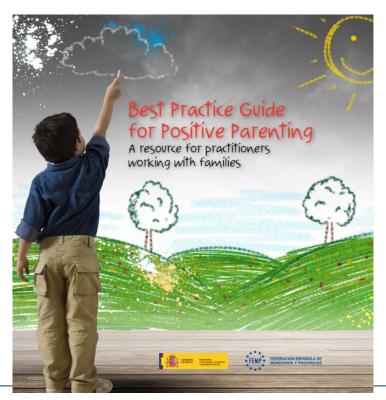


















## **Assessment Resources for Enhancing Quality in Services for Children, Youth and Families**

**Guide to Inter-professional Competences for Positive Parenting** and **Best Practice Guide for Positive Parenting** 







https://eurofamnet.eu







#### **Entities and Institutions involved:**

https://eurofamnet.eu

- Spanish Ministry of Social Rights and Agenda 2030. Directorate General of Family and Child Services (State level)
- Spanish Federation of Municipalities and Provinces (FEMP). Directorate General of Local Policies (Local and Regional Level)
- Researchers from seven Spanish Universities located in different regional areas:
  - Las Palmas (Canary Islands), Lleida (Cataluña), Madrid, Oviedo (Asturias), San Sebastián (País Vasco), Tenerife (Canary Islands) y Sevilla (Andalucía)
- Practitioners from different geographical areas of Spain and professional fields, including Social Welfare, Education, Health,
   Justice-Law, NGOs and others



SECRETARÍA DE ESTADO DE DERECHOS SOCIALES

#### How the Guides were built?

1. Drafting process for the Best Practice Guide for Positive Parenting



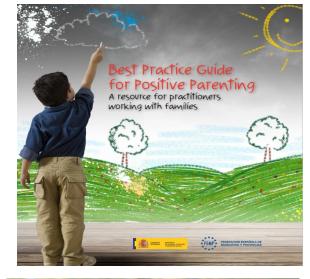
- Literature and documents review
- Identification of key competences /best practices
- Consensus with practitioners and professional associations / Other experts (Delphi)
- Pilot Study



Panel of experts from seven Spanish universities (November 2012)

Expert collaborator teams (2013) Working groups of professionals who work with families (January-March 2014)

Joint working session in Madrid (May 2014) Pilot study applying the protocol (October 2014) Presentation at the Fifth Conference on Positive Parenting (December 2014)







igure 2. Drafting process for the Guide to Interprofessional Competences for Positive Parenting

Models reviewed by panel of experts from Spanish universities (October 2018)

Teams of expert collaborators (March 2019) Opinion of practitioners (June 2019)

Opinion of panel of experts (June 2020)

Expert working groups and consultation of professional associations (December 2020-May 2021)

Final draft of the Guide (June 2021)



#### Framework

United Nation Declaration of the Rights of the Child (1959)



Council of Europe Recommendation Rec(2006)19 on Policies to Support Positive Parenting







United Nation Declaration of the Rights of the Child (1959)

Enable the full development of the children



What Families Need...To contribute to the *full development* of their children?

- Confidence on their own parenting skills
- Satisfaction with their parenting role and children interaction
- Information and reflection on how raising their children
   Avoiding any kind of violence and maltreatment



All families need to feel supported and recognized for raising

their children



Council of Europe Recommendation Rec(2006)19 on Policies to Support Positive Parenting





To promote that Institutions working with families and children being involved in:

- Fostering families' competences and personal wellbeing within the family
- Providing Formal and Informal support to Families to:
  - Promote positive coexistence within the family
  - Prevent difficulties
  - Deal with difficulties and reduce parenting and family stress.







**Institutional and Professional Implications** 



Comité des Ministres

Council of Europe Recommendation Rec(2006)19 on Policies to Support Positive Parenting

#### Framework

#### **Institucional Implications**

- Broad Range of Settings:
   Social Services, Education, Health, Justice, Others
- Public administrations at the state, regional and local levels, Professional Associations, Foundations, and other entities (NGOs)
- Adopt a universal and community approach for family support
- Provide all families with psycho-educational support
- **Coordinate** plans, strategies and programmes to improve family support within communities
- Inter-Institutional collaboration

# Professional and Institutional Challenges:

Take into account:

- Rights and obligations of children and families, in family support processes
- All families and their diversity (family models, circumstances, etc.)
- Family participation in family support processes
- Provide appropriate services and professional practice



#### INTER-PROFESSIONAL COLLABORATION CHALLENGES

Provide Resources, Training and Spaces for Reflection on Practice to guide professionals to face the new challenges











#### THE SPANISH INICIATIVE

Provide Resources, Training and Spaces for Reflection on Practice to guide professionals to face the new challenges

Design, Develop, Applicate and Evaluate of

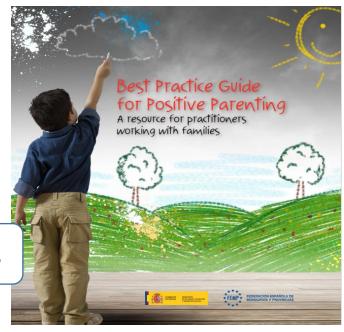
SELF-ASSESSMENT PROFESSIONAL TEAM RESOURCES

Inter-professional Competences Guide for Positive Parenting and

Best Practice Guide for Positive Parenting

Inter-Professional Competences promote Best Professional Practices



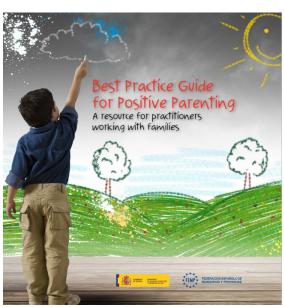






#### Aims of the Guides





#### **Specific Aims**

- To identify and promote inter-professional competences and best practices on Positive Parenting for family suppor and intervention
- To contribute to **training professionals** on interprofesional competences and best practices on positive parenting
- To promote self-assessment on interprofesional-competences and best professional practices
- To promote inter-professional **collaboration** among professionals from different sectors, stakeholders, decision makers, and researchers.
- To contribute that professionals have clearer knowledge about how to gain quality in their tasks and services



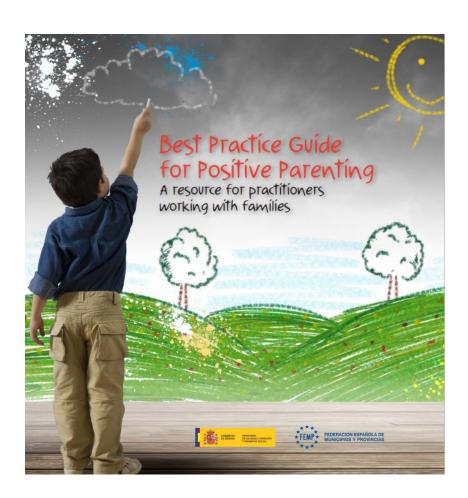
#### Content



Objective
How it was built
Definition
Structure
How to be used

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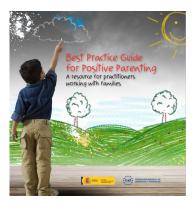
### Content



1.	Introduction	How it was built Definition Structure How to be used
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Objective





#### Inter-Professionality

Is the process by which:

- Professionals of different disciplines and professional sectors
- Share knowledge
- Reflect and develop practices
- On the basis of agreed principles and approaches to cooperative action

#### **CONCEPT OF PROFESSIONAL COMPETENCE**

- Refers to
  - Knowledge
  - Skills
  - Attitudes, beliefs, attributions
  - Emotions
  - Actions

**Knowledge:** facts, principles, theories and practices related to a field of study or work

**Skill:** ability to apply knowledge, know how to complete tasks and solve problems in a given field

- Allow to generate and coordinate flexible, adaptive responses
- To professional demands arising from the **implementation of tasks**
- Take advantage on opportunities and resources available in the community context







#### **Concept of Best Practice**

Experiences, processes, strategies guided by principles, objectives and appropriate procedures, with positive results, effectiveness and usefulness in a specific context.

#### **Principles of Best Practices in Positive Parenting:**

- Respect for Diversity
- Inclusive perspective
- Participatory approach
- Professional Competences
- Professional stability
- Scientific and evidence based
- Regular Assessment and Evaluation

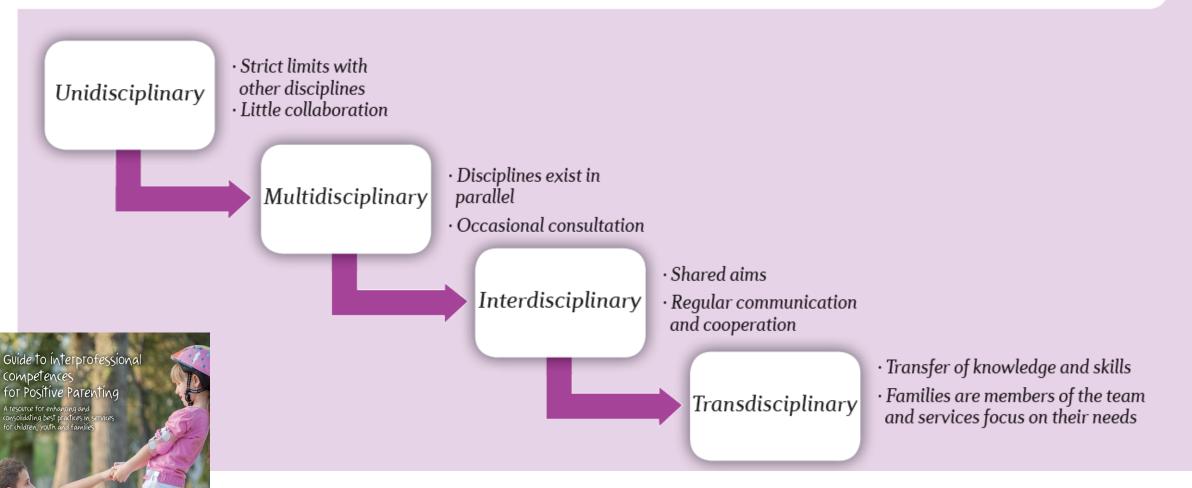
#### Some characteristics of Best Professional Practices

- Work with the person and their circumstancies, contexts and situations
- Identify personal and contextual potentials and strengths;
   not only limitations
- **Innovative** in processes or results in a given context
- Report on positive results for a specifice objective; not only negatives
- Empowers families, professionals and the community
- Reproducible effects.
- Sustainable in the service.
- Transferable to other profesional areas and services
- Impact on Family Policies





#### Figure 4. Summary of professional relationships by disciplinary modality

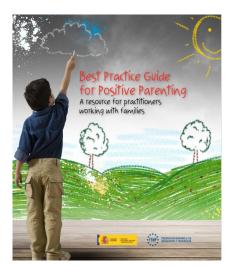


There is a clear need to develop a **professional service model** that is **integrated and connected**, following an **action plan** that **families also know about** and have **contributed to developing** 



### Actions for Inter-Professional Cooperation



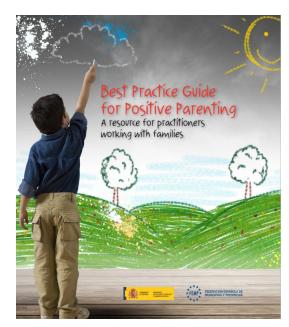


- Build Teams of Professionals from different disciplines and sector
- Parents or family members of the cases under study are team members to learn about their needs and social networks
- One coordinator for all actions of a given case
- Meet regularly
- **Share** aims, knowledge, skills and resources
- Decide the processes to work together
- On-going and formative self-assessment to check the team's functioning and results. To identify potentials, difficulties and to learn from them
- Involvement of participating entities to recognize, encourage and support the professional team









# How to use this guide: an opportunity to improve best practices

#### **Inter-Professional Competences**

for working with families

#### promote **Best Professional Practices**

and

#### help to Improve the Quality of Family Support:

- Services
- Direct Professional Practice with Families
  - Programmes and Resources



#### ESTRUCTURE of the INSTRUMENTS included in the Guides



12 Competences - 213 Microcompetences
Knowledge / Skills / Attitudes-Values
4 Service / 4 Practice with families / 4 Programmes

# Target field

Service

Direct Professional Practice with Families

**Programmes** 

#### Components

Competences

Microcompetences: Knowledge, Skills, Attitudes-Values

12 Competences - 213 Microcompetences
Knowledge / Skills / Attitudes-Values



25 Best Practices
9-Service / 11 Practice families /
5 Programmes

Target Field

Components

Service

**Direct Professional** 

Practice with Families

**Programmes** 

**Best Practice** 

Questions

**Indicators** 

**Assessment Likert Scale** 





# Service

Model of interprofessional competences by action area



Table 3. Competences related to the characteristics of family support services and organisational culture and examples of microcompetences for each type

COMPETENCES	MICROC	OMPETENCES
Promotes professional practices in line with	K	Reviews and updates theoretical and practical knowledge on positive parenting
the positive parenting approach within the service's organisation	S	Promotes coordination between diverse institutions, entities and organisations to improve awareness of and universal access to the service
	At/V	Considers the family's viewpoint and encourages their participation as a key element in the service organisation model
Places the rights of the child and the family at the centre of the	K	Recognises in the service the United Nations Convention on the Rights of the Child, in particular the principle of the best interests of the child
service's work	S	Promotes recognition of the parent figures' obligations and responsibilities in the care and upbringing of their child
	At/V	Promotes in the service the adoption of the principles and rights of social justice, social inclusion and equality
Establishes strategies in the service for prevention and	K	Is aware of the family's specific needs, taking into account diverse types, cultures and circumstances, as well as the functional diversity of family members
promotion of positive parenting while taking into account family and	s	Designs procedures in the services to identify and evaluate strengths and needs in the family and their inclusion in the community
functional diversity	At/V	Promotes awareness of and respect for family diversity as related to gender, parental roles, function, culture, religion, etc.
Promotes professional competences, coordination, and the	K	Identifies the factors that facilitate innovation in professional practice in the service from the positive parenting standpoint
use of professional, community and university networks to	s	Promotes networks with professionals of different institutions or entities involved in areas related to children, youth and families
Improve the service	At/V	Respects the measures defined in the regulations to ensure a healthy work-family life balance for professionals working in the service

Note: K (Knowledge), S (Skills), At/V (Attitudes and Values)





# Service

Model of interprofessional competences by action area

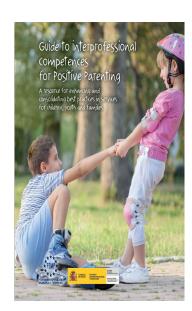


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	At/V	Considers the family's viewpoint and encourages their participation as a key element in the service organisation model



# Direct Professional Practice with Families

Model of interprofessional competences by action area



Table 4. Competences related to the process of professional work with families and examples of microcompetences for each type

COMPETENCES	MICROC	OMPETENCES					
Is able to build a collaborative	K	Knows the value of negotiation as a constructive form of creating a strong alliance with the family					
relationship with the family and establish a strong alliance	S	Knows how to establish a collaborative relationship with the family and it able to understand and take the family's point of view					
	At/V	Is truthful and clear when expressing ideas and explaining what they mean					
Knows how to communicate with the family in a way that	K	Is familiar with the theoretical approaches that analyse communication processes between the practitioner and the family					
fosters recognition of their strengths and	s	Helps mothers and fathers identify their own strengths and personal, family and social resources					
promotes realistic, consensus-based action	At/V	Keeps a positive view of parent figures, children and families					
Carries out a rigorous assessment of the needs and strengths of the family as a whole	K	Is familiar with valid and reliable forms of assessment (interviews, questionnaires, observation scales, journals, etc.) that can be used to assess the family's needs and strengths					
and of its individual members, evaluating	S	Evaluates parenting skills in adults and how they relate to the quality of the childraising environment in the family					
parenting skills and child well-being	At/V	Is polite when conducting evaluations and ensures that individuals do not feel like they are under interrogation					
Is able to design and	K	Is familiar with group methodologies and group dynamics					
carry out activities involving guidance,	S	Promotes communication and conflict resolution skills that foster appropriate and autonomous family functioning					
mediation and intervention at the individual, group and community level to promote positive parenting and family well-being	At/V	Is persistent and knows how to persevere in achieving improvement for the family, despite any obstacles that arise					

Note: K (Knowledge), S (Skills), At/V (Attitudes and Values)





# Direct Professional Practice with Families

Table 4. Competences related to the process of professional work with families and examples of microcompetences for each type

Model of interprofessional competences by action area



		,
Knows how to communicate with the family in a way that	K	Is familiar with the theoretical approaches that analyse communication processes between the practitioner and the family
fosters recognition of their strengths and	S	Helps mothers and fathers identify their own strengths and personal, family and social resources
promotes realistic, consensus-based action	At/V	Keeps a positive view of parent figures, children and families
-		



# **Programmes**

le 5. Competences related to the implementation of evidence-based practices and grammes and examples of microcompetences for each type

Model of interprofessional competences by action area



COMPETENCES	MICROC	OMPETENCES
Is able to use appropriate methodology when designing and	K	Is familiar with the methodology and structure required for evidence-based programmes (identifying needs, aims, content, implementation methodology, activities, timing and evaluation)
evaluating projects/ programmes	s	Associates programme aims with dimensions of change in participants or practitioners resulting from the programme that can be measured and assessed
	At/V	Considers it essential for practitioners to stay up to date in evidence-based programme methodology
Ensures quality implementation of projects/programmes	K	Is familiar with the human and material resources needed to effectively carry out individual, group or community programmes for parents, children and youth
, , ,	s	Connects with other services (schools, healthcare, etc.) to establish collaborative relationships that facilitate programme implementation
	At/V	Respects the diversity of family situations and childraising styles of families participating in the programme
Conducts rigorous and effective evaluation of projects/programmes	K	Is familiar with the different programme evaluation models and theoretical and methodological premises on which they are based
projecto, programmos	s	Checks participant progress in achieving the programme aims
	At/V	Records all information required for the programme evaluation in a way that is reliable, respectful and accurate
Writes technical reports evaluating	K	Is aware of the rigour and objectiveness required of professional reports
the programme and communicates results	s	Appropriately structures the technical reports providing case analysis and programme evaluation
effectively	At/V	Where appropriate, comes to an agreement with the team on what the technical reports should contain, ensuring that they are respectful of families

Note: K (Knowledge), S (Skills), At/V (Attitudes and Values)





## **Programmes**

Model of interprofessional competences by action area



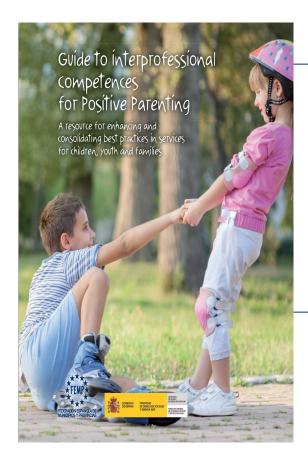
Table 5. Competences related to the implementation of evidence-based practices and programmes and examples of microcompetences for each type

Ensures quality implementation of projects/programmes	K	Is familiar with the human and material resources needed to effectively carry out individual, group or community programmes for parents, children and youth
	S	Connects with other services (schools, healthcare, etc.) to establish collaborative relationships that facilitate programme implementation
	At/V	Respects the diversity of family situations and childraising styles of families participating in the programme



#### Inter-Professional Competences promote Best Professional Practices

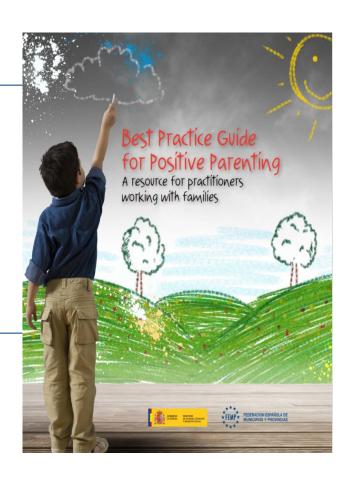




#### Conexion between

Inter-Professional Competences Guide and
Best Professional Practice Guide









#### STRUCTURE of the Self-Assessment Instrument

**Best Practice Guide for Positive Parenting** 



Inset 7. Example of a best practice, the questions that help clarify its meaning and the indicators and assessment scale used to evaluate its presence

Target Assessment Field	Structure
Service	Best Practice
Direct Professional Practice with	Questions
Families	Indicators
<b>Programmes</b>	Assessment Likert Scale

BEST PRACTIC	QUESTION	INDICATOR	N	R	0	A
PRACTIC  BP1. FRAME THE SERVICE'S OBJECTIVES FROM THE STANDPOINT OF DEVELOP- MENTAL RIGHTS AND NEEDS IN CHILDHOOD AND ADOLESCENCE	• Are the rights and needs of children, adolescents and families taken into account in the service provision? • Is the fact that the individuals visiting the service are citizens in their own right taken into account? • Is the United Nations Convention on the Rights of the Child respected?	1. The service takes into account the besinterests of the child and respects the developmental needs of children and adolescents when taking action.  2. Children, adolescents and family memberscognised as citizens with rights that must be respected.  3. Emphasis is placed on the obligation of mothers, fathers and other parent figures to engage in positive parenting of the children and adolescents to be heard, to form their own opinions and to participate in the matters that affect  5. Efforts are made to ensure that users of the service are aware of their rights and obligations.	N	R		
	Other	6. Activities are organised to raise  awareness professionals and the  community of the rights of children and				
		7. The service fosters relationships based on espect for family, cultural, socioeconomic and gender diversity.				

ASSESSMENT SCALE FOR EACH INDICATOR: N. NEVER / R. RARELY / O. OFTEN / A. ALWAYS Respond by placing an X in the applicable box.



Inset 7. Example of a best practice, the questions that help clarify its meaning and the indicators and assessment scale used to evaluate its presence

BEST PRACTIC	QUESTION	INDICATOR	N	R	0	A
FP1. FRAME THE SERVICE'S OBJECTIVES FROM THE	<ul> <li>Are the rights and needs of children, adolescents and families taken into</li> </ul>	1. The service takes into account the besititerests of the child and respects the developmental needs of children and adolescents when taking action.				
STANDPOINT OF DEVELOP- MENTAL	account in the service provision?  Is the fact that the	2. Children, adolescents and family memberescognised as citizens with rights that must be respected.				
RIGHTS AND NEEDS IN	individuals visiting the service are citizens in their own	3. Emphasis is placed on the obligation of mothers, fathers and other parent figures to engage in positive parenting of the				
AND ADOLESCENCE	account.	4. Special emphasis is placed on the right of children and adolescents to be heard, to form their own opinions and to participate in the matters that affect				
		<ol> <li>Efforts are made to ensure that users of the service are aware of their rights and obligations.</li> </ol>				
		6. Activities are organised to raise awamenegst professionals and the community of the rights of children and				
		7. The service fosters relationships based onrespect for family, cultural, socioeconomic and gender diversity.				

ASSESSMENT SCALE FOR EACH INDICATOR: N. NEVER / R. RARELY / O. OFTEN / A. ALWAYS Respond by placing an X in the applicable box.

# ON-LINE SELF-ASSESSMENT INSTRUMENT

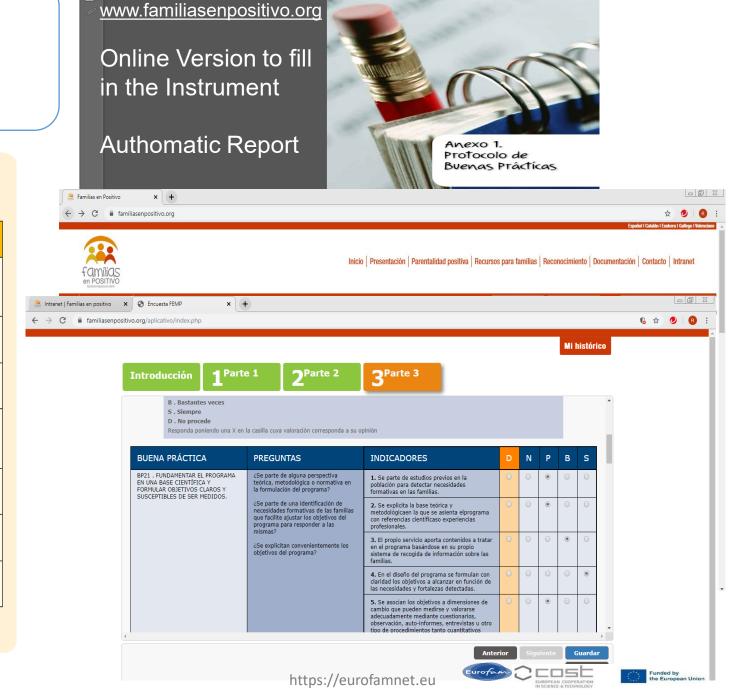
www.familiasenpositivo.org

#### Dest Practice Guide for Positive Parenting

Inset 7. Example of a best practice, the questions that help clarify its meaning and the indicators and assessment scale used to evaluate its presence

BEST PRACTIC	QUESTION	INDICATOR	N	R	o	A
BP1. FRAME THE SERVICE'S OBJECTIVES FROM THE	• Are the rights and needs of children, adolescents and families taken into	1. The service takes into account the besinterests of the child and respects the developmental needs of children and adolescents when taking action.				
STANDPOINT OF DEVELOP- MENTAL	account in the service provision?  Is the fact that the	2. Children, adolescents and family members cognised as citizens with rights that must be respected.				
RIGHTS AND NEEDS IN CHILDHOOD	the service are citizens in their own right taken into account?  Is the United Nations Convention on the Rights of the	3. Emphasis is placed on the obligation of mothers, fathers and other parent figures to engage in positive parenting of the				
AND ADOLESCENCE		4. Special emphasis is placed on the right of children and adolescents to be heard, to form their own opinions and to participate in the matters that affect				
		5. Efforts are made to ensure that users of the service are aware of their rights and obligations.				
	Other	6. Activities are organised to raise awameness professionals and the community of the rights of children and				
		7. Adolescents 7. The service fosters relationships based onrespect for family, cultural, socio- economic and gender diversity.				

ASSESSMENT SCALE FOR EACH INDICATOR: N. NEVER / R. RARELY / O. OFTEN / A. ALWAYS Respond by placing an X in the applicable box.



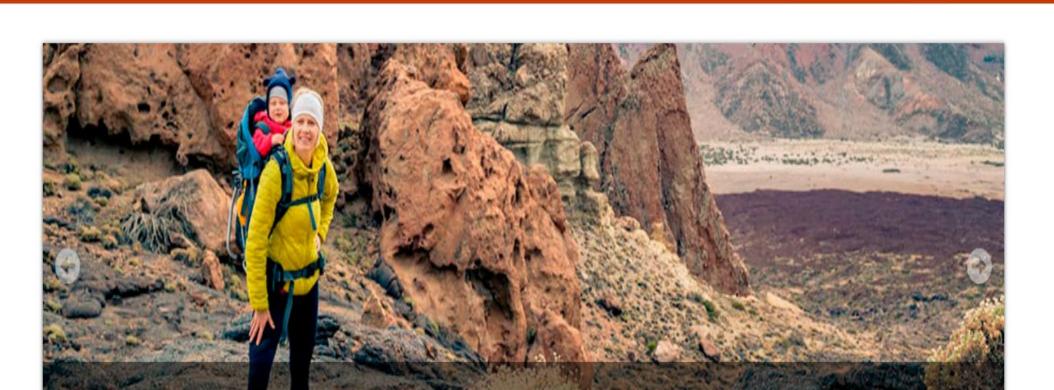




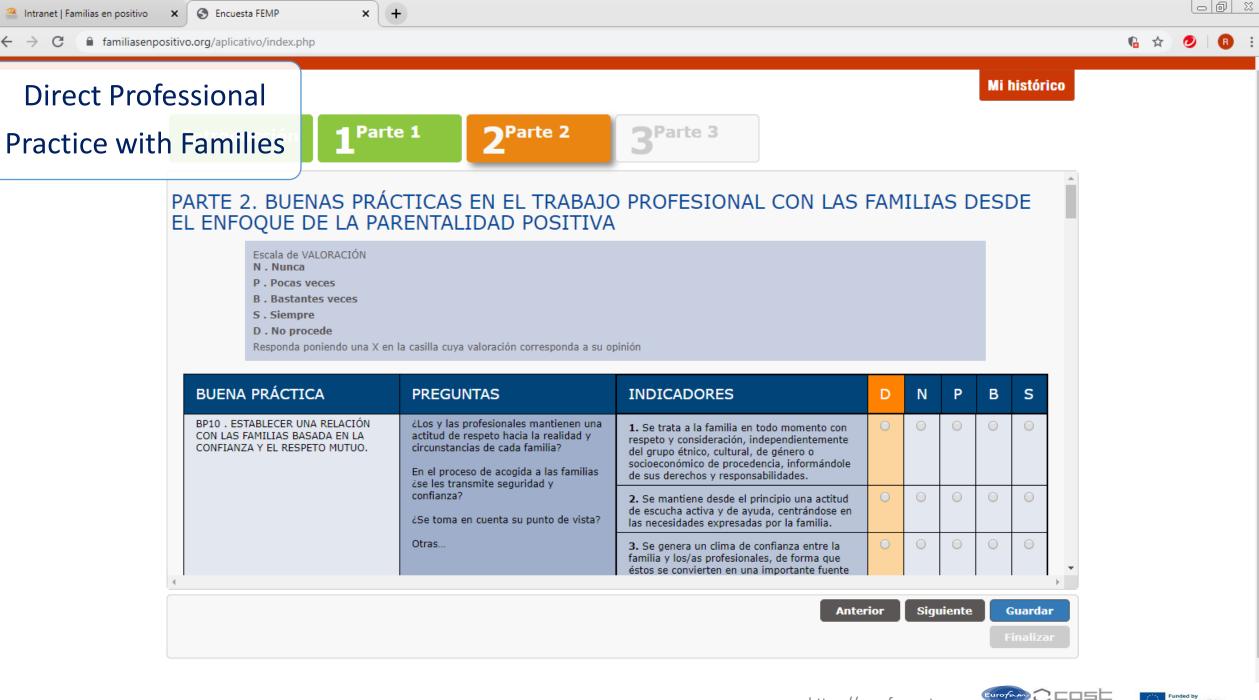
Inicio Presentación Parentalidad positiva Recursos para familias Reconocimiento Documentación Contacto

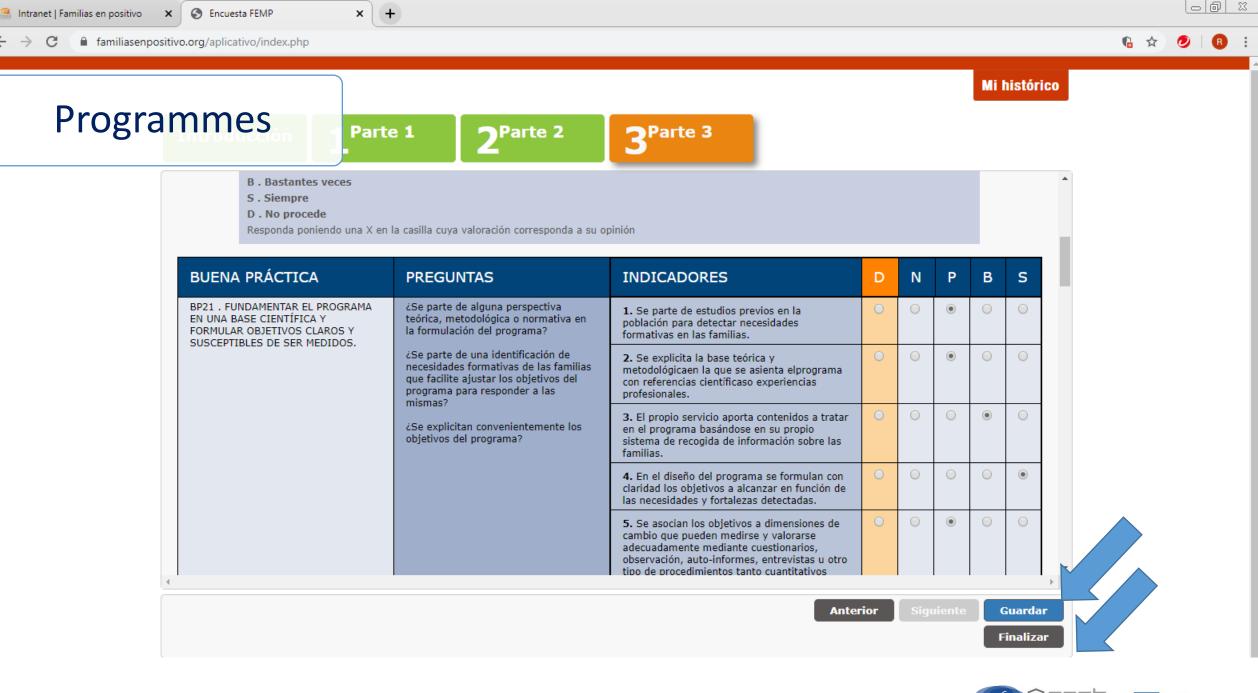
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# Authomatic Report On

Strengths and Limitations

In

Indicators of Good Practices

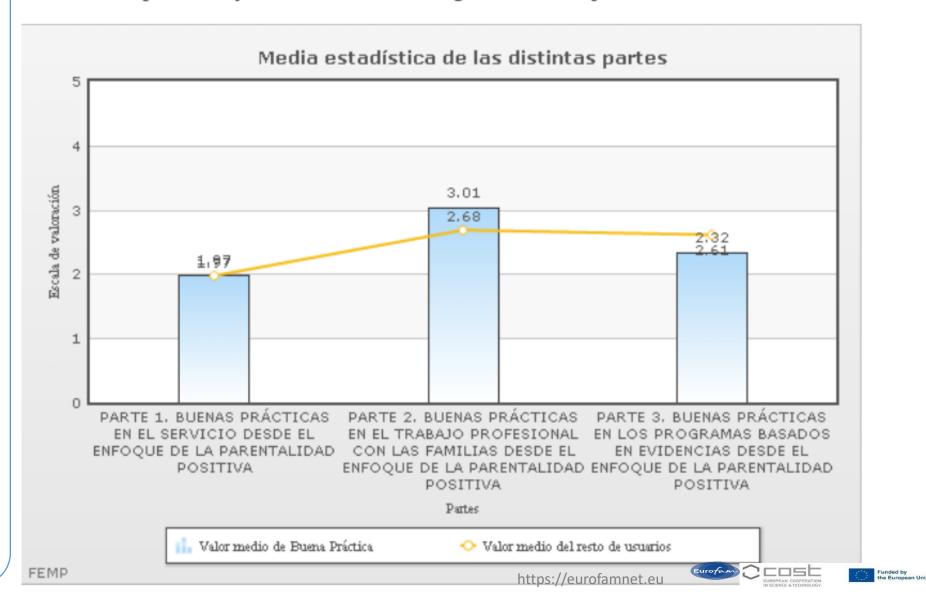
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Service

Professional work with Families
Programmes

## VALORACIÓN GLOBAL

En la gráfica que se presenta a continuación se puede observar la media obtenida en los bloques que ha rellenado del protocolo y obtener así una visión global del trabajo realizado.



## After the assessment report

#### **DESIGN AN IMPROMEVENT PLAN**

Elements of the Improvement Plan for each selected Priority

Priority selected Time expected Resources Training Needs Evaluation model



#### Institutional Recognition to the Ptomotion of Positive Parenting

www.familiasenpositivo.org (Parcial View)







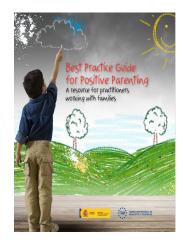




#### Some Purposes to use these Guides

# How to use this guide: an opportunity to improve best practices





The main aim of the Guides is to contribute to ensuring **good**Inter-professional training to reach the best quality in services to children, youth and families

Figure 12. How to use the Guide to Interprofessional Competences

Review and reorient the definition of competences in undergraduate and graduate degree programmes

Organise spaces for interprofessional training in professional associations, services and social entities

Complement the Improvement Plan for Recognition of Positive Parenting of services and social entities

Facilitate the selection, guidance and supervision of practitioners in services and social entities

It is essential to identify the interprofessional competences needed for working with children, youth and families so as to implement best practices and help improve the quality of family support services





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Thank you!

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