



WORKFORCE CAPABILITY FRAMEWORK

**Domain 5: Demonstrating a reflective
and self-aware approach**



**Domestic, Family and
Sexual Violence and Women's
Health and Wellbeing Sector**



WorkUP
QUEENSLAND



Demonstrating a reflective and self-aware approach



To be an effective change agent for women, children, men, gender diverse peoples, and families requires commitment, drive, and a responsibility to the needs of the work you do and to the needs of yourself and your colleagues.

Having a strong connection to purpose and a belief in the ability to make a difference in people's lives serves as a touchstone and anchor to sustain focus, efforts, and energy. Managing the impacts of vicarious trauma to enable growth and build resilience requires an awareness of self and a proactive approach to self-care. There are three supporting capabilities required within this domain.



DOMAIN 5

There are three supporting capabilities required within this domain:

5.1 Manages self

It is critical to balance the demands and needs of the people you support, as well as the cumulative effect and toll this can take on your own emotional and physical health.

Managing self requires a recognition that honesty and vulnerability is a strength that creates resilience. It requires managing signs of fatigue and disconnection proactively.

5.2 'Shows up' for others

Being organised, adaptable, and resourceful is critical within the demanding and often unpredictable nature of this work.

'Showing up' for others means actively contributing to a learning culture and working to balance the intensity of the work through a reflective, calm, and engaged manner.

5.3 Is connected to purpose

An alignment between personal and organisational values and a strong belief in the ability to make a difference in people's lives helps to advance and sustain the way you work.

Feeling a part of collective efforts, acting in solidarity with others, and celebrating achievements facilitates a vibrant, valuing, and meaningful culture.





5.1 Manages Self

ALLIED SUPPORT

- > Understands self and personal triggers and has strategies to respond or accesses support to develop these.
- > Understands how to care for self and wellbeing and does so or accesses support to do so.
- > Is open and honest about limitations and stressors that impact wellbeing and resilience and asks for help as needed.
- > Able to manage competing demands within the complexity of the environment or works to build personal resilience to do so.

PRACTITIONER

- > Emotionally intelligent and aware with a keen sense of critical self-reflection and use of self.
- > Sets boundaries and has solid self-care practices in place to manage fatigue and remain engaged and connected.
- > Willing to be honest, transparent, reflective and hold self accountable. Seeks help as required to manage and prioritise wellbeing.
- > Able to keep a sense of perspective about the stories heard, balances other demands, and remains connected as part of a resilient approach.
- > Is mindful of their impact on others and takes responsibility for actions.

ADVANCED PRACTITIONER

- > Settled in sense of self and practice, emotionally present, with a sense of comfort and confidence, and supports others to develop.
- > Demonstrates proactive self-care practices that acknowledges the importance of personal wellbeing.
- > Models honesty, vulnerability, and transparency in own practice and behaviour, and is willing to admit faults and weaknesses.
- > Adept at managing constant demands, dealing with the unexpected, and remaining calm and focused.
- > Models direct, open, and supportive communication and approaches, and contributes to positive workplace dynamics.
- > Addresses concerns directly and respectfully.

LEADER

- > Has a sophisticated understanding of self and shows this daily in behaviour and role modelling for others.
- > Balances the needs of work and self, giving permission and partnering with others in a shared commitment between organisation and worker to support people's wellbeing.
- > Role models help-seeking behaviour and humanises limitations for self.
- > Is able to manage competing and persistent demands with a balanced approach.
- > Understands the waves and continuum of resilience and the care needed to sustain this.
- > Is emotionally intelligent and able to accept criticism, take responsibility and regulate self, saying no when needed.

“ We are working with stories of vulnerability... we bear witness everyday and this changes us. ”





5.2 'Shows up' for others

ALLIED SUPPORT

- > Maintains a clear and kind attitude and approach even under pressure and challenge.
- > Reflects on own work to actively identify opportunities and ways to improve and grow and learn.
- > Is adaptable, organised, and able to prioritise own work and seek guidance as needed.
- > Has a supportive and thoughtful approach with colleagues and others.
- > Appreciates and respects other roles, understanding the impact of own work and how to enable others.

PRACTITIONER

- > Remains calm, clear, and kind under pressure and in crisis situations, and able to cope with change and challenge.
- > Is a reflective and curious practitioner who seeks feedback and demonstrates a commitment to personal and professional development, improvement, and growth.
- > Is organised, efficient, resourceful, and able to prioritise and meet multiple demands within a timely way, recognising the difference between urgent and important activities.
- > Is present in daily interactions with others, contributing to a cohesive and respectful workplace, holding the space for self and others with kindness and respect.
- > Acknowledges and appreciates the roles of others in the team and organisation and understands the interconnection of everyone in achieving shared goals.

'Showing up' means truly being there for women and colleagues.

ADVANCED PRACTITIONER

- > Rises to the occasion, particularly in times of pressure and complexity, modelling a calm, clear, and kind approach.
- > Takes a collaborative approach to problem solving, challenges self and others, listens and shares ideas, and debriefs, supervises and mentors others.
- > Highly organised, able to plan, prioritise, be flexible, and manage competing tasks, with a positive, can-do, and resourceful approach.
- > Is open and generous with knowledge, time, and resources, supporting others to grow and develop.
- > Supports the team to feel they have a role to play, uniting and contributing different skills and approaches to achieve shared goals.
- > Active and deep listener, able to make people feel valued and seen, demonstrating genuine interest in other people around them.

LEADER

- > Thrives under pressure, able to manage high volumes of work in heightened environments with a blend of focus, pragmatism, quality, and productivity.
- > Is an avid learner, demonstrated through management and leadership style at all levels.
- > Adept at managing competitive priorities, able to be flexible with tasks (micro to macro level) and be creative and resourceful at individual and organisational levels.
- > Supports, connects, and responds to the needs of others, alert to the impacts of vicarious trauma and committed to manage the wellbeing of self and others together.
- > Able to harness people's contributions to create strength in the sum of the whole.
- > Able to foster trust by giving agency and affirming others, allowing them to influence and shape how they work.





5.3 Is connected to purpose

This work is hard and can be exhausting... connecting to purpose is invigorating.

ALLIED SUPPORT

- > Has a positive and helpful manner and works to help others.
- > Is aligned to and works within the values of the organisation.
- > Values diversity of experience, background, and opinion and can work easily and well with others.
- > Sees themselves as part of the whole and proactively supports collective efforts.
- > Acknowledges achievements of self and others.
- > Looks for ways to enhance and contribute to efforts for change.

PRACTITIONER

- > Demonstrates passion and optimism, is proactive in supporting others to do and be their best.
- > Individual and organisation values and strategic goals are aligned. Is able to manage any tensions between own ideology and realities of working in an organisation.
- > Willing and able to deeply listen and be led by and learn from others even if this feels uncomfortable.
- > Sees themselves as part of a collective and is generous towards others.
- > Able to see the wins no matter how small and celebrate these alongside others.
- > Is confident to examine and enquire how the team and the organisation works and can work better.
- > Able to deal with the frustrations related to systemic barriers and inequity, and maintain motivation and enthusiasm nonetheless.

ADVANCED PRACTITIONER

- > Finds work compelling and energising and is driven by a belief in the ability to make a difference.
- > Personal values are strongly aligned to organisational values and strategic goals. Demonstrates this daily, supporting others to remain connected to purpose.
- > Holds the space for others, respecting their autonomy with unconditional positive regard.
- > Embraces being a part of a collective to create change and proactively engages and supports others inside and outside of the organisation.
- > Looks for opportunities to call out and celebrate achievements of self and others.
- > Enhances what's working and challenges the 'that's the way we've always done it' narrative to allow new thinking and change.
- > Recognises how culture influences values, beliefs, and judgements both for self and others and seeks ways to establish meaningful relationships to grow and learn.

LEADER

- > Is future focused, accountable and able to create a positive culture, lifting others up with an energetic, compassionate, inspiring and engaging manner.
- > Personal values match the organisation's ethos: actively champions the vision and purpose of the organisation and maintains a focus on the big picture.
- > Has a natural and instinctive approach to embracing different cultures, diversity, and inclusivity in a way that is rooted in overall approach.
- > Understands the power of working across the sector in solidarity and supports self and others in practicing daring, inclusive, feminist leadership daily.
- > Provokes self and others, asking why in a way that is productive and constructive, avoiding change for change's sake.

