



Competencies for Ramsey County Human Services Anti-Racism Training Plan



Competency Category #1: Institutional Racism/Oppression

- Understands the common framework for understanding racism, including the historical roots of racism and institutional racism
- Understands positional power and how it affects the individuals and families that staff serve
- Understands white privilege and knows how to be a champion and ally in our anti-racism work
- Understands the intersection of all oppressions and the need to eliminate all oppressions in order to end racism

Competency Category #2: Communication & Interactions with Others

- Provides effective and responsive services across language, culture and race
- Creates and maintains a culturally and racially diverse and responsive service delivery system by creating opportunities and removing administrative barriers for providers
- Develops skills to engage in interactions, discussions and courageous conversations with others, (i.e. co-workers, leaders, community members, other agencies') around issues of race and bias.
- Understands cultural biases and attitudes and is able to acknowledge how bias impacts staff interactions with others – individuals, families, clients and co-workers

Competency Category #3: Cultural Knowledge and Understanding

- Increases content knowledge of different cultures
- Utilizes strategies specific to a client's culture that are free of staff's biases
- Has an appreciation of culture – what it is, how it affects individuals
- Has an awareness of one's own culture and what it means

Competency Category #4: Supervisors/Managers/Directors

The competencies listed above apply generally to all staff. The competencies listed below relate specifically to formal leaders within our department.

- Creates more diverse workforce by re-examining recruitment, hiring, retention & promotion practices
- Learns what it means to communicate and supervise across culture, race and language
- Provides staff the support and encouragement to utilize strategies with individuals and families that incorporate their culture into the work/services – i.e. creating case plans
- Understands the biases in the “system” and integrates that understanding into the leaders work with staff, including during clinical supervision, unit meetings, etc.
- Ability to coach staff while providing supervision
- Engages in “courageous conversations” with staff and other leaders
- Recognizes and deals with “push-back” (resistance, challenges, biased/racist behavior) in a strength-based manner
- Understands change management strategy and utilizes it when working with staff
- Assists staff of color in dealing with the racism they are subjected to in their work with individual and families that staff serve
- Utilizes transfer of learning (TOL) techniques with staff to apply learning-to-work with families/persons