

4. Direct Service Skills

Knowledge Areas:

- observation and listening
- screening and assessment
- responding with empathy
- advocacy
- life skills
- safety

As Demonstrated by:

For infants, young children, and families referred and enrolled for services:

- Establishes trusting relationship that supports the parent(s) and infant/young child in their relationship with each other and facilitates needed change
- Uses example, encouragement, and, when appropriate, own life experience to:
 - Empower families to become socially and emotionally self-sufficient
 - Create nurturing, stable infant/young child-caregiver relationships
- Provides direct care and teaching/developmental activities to infants, young children, and families with multiple, complex risk factors to help ensure healthy pregnancy outcomes and the optimal development of the child in all domains (eg. physical, social, emotional, cognitive)
- Participates in formal and informal assessments of the development infant/young child, in accordance with standard practice
- Formally and informally observes the parent(s) or caregiver(s) and infant/young child to understand the nature of their relationship, developmental strengths, and capacities for change
- Provides information and assistance to parents or caregivers to help them:
 - Understand their role in the social and emotional development of infants/young children
 - Understand what they can do to promote health, language, and cognitive development in infancy and early childhood
 - Find pleasure in caring for infants/young children
- Promotes parental competence in:
 - Facing challenges
 - Resolving crises and reducing the likelihood of future crises
 - Solving problems of basic needs and familial conflict

Please note: In some organizations, this may be the responsibility of the supervisor/Infant Family Specialist practitioner

- Advocates for services needed by infants, child(ren) and families with the supervisor, agencies, and programs
- Recognizes environmental and caregiving risks to the health and safety of the infant/young child and parents and takes appropriate action