

Woodland Centers, Inc.
STANDARDS FOR CULTURAL COMPETENCE

(Adapted from the National Association of Social Workers, 2001)
WCI-G-111 Attachment 09/2007

1. **ETHICS and VALUES** – Employees of Woodland Centers, Inc. shall function in accordance with the values, ethics, and standards governing the agency, recognizing how personal and professional values may conflict with or accommodate the needs of diverse clients.
2. **SELF-AWARENESS** – Employees shall seek to develop an understanding of their own personal, cultural values and beliefs as one way of appreciating the importance of multicultural identifies in the lives of people.
3. **CROSS-CULTURAL KNOWLEDGE** – Employees shall have and continue to develop knowledge and understanding about the history, traditions, values, family systems, and artistic expressions of major client groups that we serve.
4. **CROSS-CULTURAL SKILLS** – Employees shall use appropriate approaches, skills, and techniques that reflect the employee’s understanding of the role of culture in the helping process.
5. **SERVICE DELIVERY** – Employees involved in direct service shall be knowledgeable about and skillful in the use of services available in the community and broader society and be able to make appropriate referrals for their diverse clients.
6. **EMPOWERMENT and ADVOCACY** – Employees shall be aware of the effect of social policies and programs on diverse client populations, advocating for and with clients whenever appropriate.
7. **DIVERSE WORKFORCE** – Employees shall support and advocate for recruitment, hiring, and retention efforts that ensure diversity within the workforce.
8. **PROFESSIONAL EDUCATION** – Employees shall advocate for and participate in educational and training programs that help advance cultural competence.
9. **LANGUAGE DIVERSITY** – The agency and its employees shall seek to provide or advocate for the provision of information, referrals, and services in the language appropriate to the client, which may include the use of interpreters.
10. **CROSS-CULTURAL LEADERSHIP** – The agency and its employees shall be able to communicate information about diversity and cultural competence to other community partners as appropriate.