

Clarifying Purpose and Role

Definition of Clarifying Purpose and Role - simple (without jargon) opening statements by the Child Welfare Professional regarding (a) his/her role/function at the agency, specifically as it relates to the stated problem or issue at hand, and (b) the general purpose of the meeting/encounter.

Steps:

1. Greet the person in a manner that shows respect for him/her and his/her cultural traditions.
2. State your name, job title, and the name of the agency you represent, and your role within that agency:
 - Show identification as needed.
 - Use words rather than acronyms or abbreviations (Child Protective Services instead of CPS, Family Service Plan instead of FSP, Children & Youth Services instead of CYS, Special Education instead of Special Ed., etc.).
3. State the reason why you are making the contact.
 - Use clear, simple sentences without jargon or technical terms.
 - Respond to questions as needed.
4. State the desired outcome of the contact.
 - Assess and plan for child safety as needed
 - Clarify what you will be doing (asking questions, talking to relevant others, looking at the home environment, etc.) and approximately how long you expect the contact to last.
 - Clarify, as needed, what will happen if you are not able to accomplish the purpose of your contact.

During your greeting it is absolutely necessary to keep in mind the individual's right to confidentiality. Depending on where you are, it may be necessary to request to speak to them privately so that no one else can hear the conversation.

Your Script:
