

cultural competence in staff development

This tip sheet covers one of seven domains used to measure cultural competence. Each domain includes a set of indicators of good practice.

How to equip staff members and other service providers with the requisite attitudes, knowledge and skills to deliver culturally competent services.

Why is it important?

Cultural competence is not a given; it requires all staff to have access to and support for ongoing skills development, training and knowledge.

Training commitment

Indicators

- Training in cultural competence is regarded as a core competency in quality improvement efforts.
- There is a training program for staff development in cultural competence.

Good practice example

A community health centre provides cultural competence training as part of all staff inductions. Ongoing refresher training is offered on both generic topics (eg 'Engaging with CALD communities') and job-specific topics (eg 'Working with interpreters')

Training content

Indicators

- Cultural competence training needs are assessed.
- Community input is obtained regarding staff training.
- The quality of staff training is assessed.
- Staff demonstrate cultural competence in knowledge, skills, attitude and behaviour (both generally applicable and related to specific groups).

Good practice example

Using information obtained through community consultations, a youth health service incorporates information on family structures and cultural norms within families into its staff training program.



Staff performance

Indicators

- Cultural competence is incorporated into job descriptions.
- Staff performance evaluations are conducted in a culturally competent manner.

Good practice example

At group supervision, staff members of a counselling service present examples of cross-cultural situations they encountered in their practice. The group then workshops each example and documents lessons learnt.

Reference

This tip sheet is based on Indicators of Cultural Competence in Health Care Delivery Organisations: An Organisational Cultural Competence Assessment Profile , prepared by the Lewin Group Inc. under contract with the USA Department of Health and Human Services (2002).

Other tip sheets in this series

A framework for cultural competence

Cultural competence in organisational values

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Cultural competence in planning, monitoring & evaluation

Cultural competence in communication

Cultural competence in organisational infrastructure

Cultural competence in services & interventions