

# Clarifying Purpose and Role

## Clarifying Purpose and Role:

Definition of Clarifying Purpose and Role - simple (without jargon) opening statements by the worker 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:
  - Show identification as needed.
  - Use words rather than initials (Child Protective Services instead of CPS, Family Service Plan instead of FSP, Children & Youth Services instead of CYS, 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 purpose/outcome of the contact.
  - 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.

## Example:

- 1) "Good afternoon Mrs. Fisher."
- 2) "I am Carl Barker, and I'm a child protective services caseworker from the Moore County Children and Youth Services."
- 3) "My office received a call stating that your son, Derek, wanders around the neighborhood by himself and is unsupervised for several hours a day. I'm here to ask some questions about Derek's safety and I expect that it will take about 30 minutes or so to talk to you and Derek."
- 4) "Whether you cooperate with me or not is your choice Mrs. Fisher. If you don't work with me to assure that your child is safe, then I'll be required to ask the court to order you to participate. That usually makes it more difficult to work together to assure your child is safe no matter what has happened."