

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - SOCIAL WORKER		
Sector	Social Service	
Track	Social Work	
Sub-track	Direct Practice	
Occupation	Social Worker	
Job Role	Social Worker	
Job Role Description	<p>The Social Worker works in the field of social work. He/She is qualified and trained to provide interventions and programmes, perform community development work and uplift the professional practice in social work. He conducts casework and group work as well as implement and evaluate community development activities and programmes to address service gaps in the community. He provides supervision to his subordinates.</p> <p>A team player who is committed and service-oriented, the Social Worker works in institutional settings, communities, voluntary welfare organisations and hospitals. He also works in collaboration with other agencies and ministries in the course of his work.</p>	
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks
	Perform stakeholder engagement and partnerships	Participate in social work practice across disciplines
		Build rapport and professional relationships with clients and significant others
	Conduct casework	Conduct needs and intake assessments
		Perform case and care planning and goal setting
		Implement case and care plans and interventions
		Review casework interventions for improvements
		Conduct closure of cases upon achieving sustainable service outcomes for clients, families and communities
		Maintain case notes and documents
		Prepare social reports
	Conduct group work	Plan group work interventions
		Facilitate group work interventions under supervision
		Review group work interventions for improvements
	Perform community development work	Conduct environmental scans and community need assessments
		Collaborate with other agencies to pool community resources
		Support development of community development initiatives
Implement community development initiatives		
Review community development initiatives for improvements		

	Deliver programmes	Perform development and planning of programmes to address service gaps
		Implement programmes
		Support evaluation of programmes
	Uplift professional practice in social work	Develop own self-care plans
		Guide volunteers and placement students in their work
		Support professional development of staff within the organisation
		Participate in research to uplift the professional practice in social work
		Support the implementation of standards of care, organisational health policies, procedures and programmes
		Identify areas of improvement in models of care and service delivery based on evidence-based practices
		Respond to crisis situations based on organisational standard operating procedures

Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Advocacy and Representation	Level 3, Level 4	Communication	Intermediate
	Case and Care Planning	Level 3, Level 4	Interpersonal Skills	Intermediate
	Casework Evaluation	Level 3, Level 4	Service Orientation	Intermediate
	Casework Intervention	Level 3, Level 4	Problem Solving	Intermediate
	Collaborative Practices Across Disciplines and Sectors	Level 3, Level 4	Teamwork	Intermediate
	Diversity Awareness and Management	Level 3, Level 4		
	Emergency Response and Crisis Management	Level 3, Level 4		
	Ethics, Values and Legislation	Level 3, Level 4		
	Group Work Assessment and Planning	Level 3, Level 4		
	Group Work Evaluation	Level 3, Level 4		
	Group Work Intervention	Level 3, Level 4		
	Practice Supervision	Level 3, Level 4		
	Professional Consultation	Level 3, Level 4		
	Reflexive Practice	Level 3, Level 4		
	Research Data Collection and Management	Level 3, Level 4		
	Resilience and Self-care	Level 3, Level 4		

	Social Sector Policy Influence	Level 3, Level 4		
	Social Service Programme Development	Level 3, Level 4		
	Social Service Programme Evaluation	Level 3, Level 4		
	Social Service Programme Implementation	Level 3, Level 4		
	Stakeholder Management	Level 3, Level 4		
	Trends Evaluation and Application	Level 3, Level 4		
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			