

| SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - MASTER SOCIAL WORKER | | |
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| Sector | Social Service | |
| Track | Social Work | |
| Sub-track | Direct Practice | |
| Occupation | Social Worker | |
| Job Role | Master Social Worker | |
| Job Role Description | <p>The Master Social Worker works in the field of social work. He/She has expertise in social work domains and assists in supervising the delivery of interventions and programmes at the cluster or sub-sector level, driving community development work and uplifting the professional practice in social work. He strengthens partnership with key influencers within the community and across the organisation to guide the development of social service for various clients. He is also in charge of overseeing casework and group work intervention as well as providing strategic leadership to develop community development programmes. He initiates professional development projects for staff.</p> <p>A highly experienced professional with excellent management and leadership skills, the Master Social Worker inspires staff in their field of work. He works in institutional settings, communities, voluntary welfare organisations and hospitals. He leads collaborations 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 | Lead social work practice across disciplines at the cluster or sub-sector level |
| | Conduct casework | Provide multi-disciplinary perspective to guide the development and implementation of holistic interventions at the cluster or sub-sector level |
| | | Strategise approaches to track outcomes of casework interventions for effectiveness |
| | | Review closure of cases |
| | Conduct group work | Develop group work intervention plans at the cluster or sub-sector level |
| | | Provide consultation on design of group work interventions at the cluster or sub-sector level |
| | | Review progress and effectiveness of group work interventions at the cluster or sub-sector level |
| | Perform community development work | Lead integration of environmental scans and community needs into new community development initiatives at the cluster or sub-sector level |
| | | Develop strategic community development initiatives to mobilise community resources at the cluster or sub-sector level |
| | | Drive development of community development initiatives through collaborations with key players at the cluster or sub-sector level |
| | | Drive implementation of community development initiatives through collaborations and advocacy with policy makers |
| | | Review progress and effectiveness of community development initiatives at the cluster or sub-sector level |
| | Deliver programmes | Oversee development of programmes across settings and agencies at various social service providers |
| | | Lead delivery of programmes at the cluster or sub-sector level |
| Evaluate programmes at the cluster or sub-sector level | | |
| Uplift professional practice in social work | Drive self-care mechanisms at the cluster or sub-sector level | |

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| | | Develop supervision guidelines at the cluster or sub-sector level | | |
| | | Lead professional development of social workers at the cluster or sub-sector level | | |
| | | Drive research direction and initiatives for the cluster or sub-sector | | |
| | | Develop audit framework for the organisation and cluster or sub-sector | | |
| | | Formulate new standards of care, organisational health policies, procedures and programmes to promote safety and health for the organisation and cluster or sub-sector | | |
| | | Provide input to inform policy changes and development at the national level | | |
| | | Lead improvements in models of care and service delivery based on research and emerging trends at the cluster or sub-sector level | | |
| | | Develop standard operating procedures to manage crisis situations | | |
| Skills & Competencies | Technical Skills & Competencies | | Generic Skills & Competencies | |
| | Advocacy and Representation | Level 6 | Communication | Advanced |
| | Case and Care Planning | Level 6 | Leadership | Advanced |
| | Casework Evaluation | Level 6 | Developing People | Advanced |
| | Casework Intervention | Level 6 | Interpersonal Skills | Advanced |
| | Collaborative Practices Across Disciplines and Sectors | Level 6 | Decision Making | Advanced |
| | Diversity Awareness and Management | Level 6 | | |
| | Emergency Response and Crisis Management | Level 6 | | |
| | Ethics, Values and Legislation | Level 6 | | |
| | Group Work Assessment and Planning | Level 6 | | |
| | Group Work Evaluation | Level 6 | | |
| | Group Work Intervention | Level 6 | | |
| | Practice Supervision | Level 6 | | |
| | Professional Consultation | Level 6 | | |
| | Reflexive Practice | Level 6 | | |
| | Research Data Collection and Management | Level 6 | | |
| | Resilience and Self-care | Level 6 | | |
| Social Sector Policy Influence | Level 6 | | | |

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| | Social Service Programme Development | Level 6 | | |
| | Social Service Programme Evaluation | Level 6 | | |
| | Social Service Programme Implementation | Level 6 | | |
| | Stakeholder Management | Level 6 | | |
| | Trends Evaluation and Application | Level 6 | | |
| Programme Listing | For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service | | | |