

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - SENIOR MANAGER / MANAGER				
Sector	Social Service			
Track	Social Work			
Sub-track	Management			
Occupation	Management Staff			
Job Role	Senior Manager / Manager			
Job Role Description	<p>The Senior Manager/Manager works in the field of social work management. He/She should be qualified and trained to monitor and manage the organisation's strategic initiative, resource management, collaboration and corporate governance to ensure operational efficiency. He oversees strategic implementation, budgets the use of capital and human resources, develops professional development programmes, and initiates professional relationships across agencies. He also ensures operational and governance efficiency through supervision of a multi-disciplinary staff performance evaluation, and policy implementation.</p> <p>An experienced management staff who is meticulous, committed and possesses good problem-solving skills, the Senior Manager/Manager 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		
	Build professional partnerships and collaborations	Build professional partnerships across agencies to provide social services		
	Demonstrate corporate governance	Implement governance policies and procedures for the centre		
		Conduct audits on service quality to ensure compliance with policies		
	Maintain operational efficiency in line with strategic objectives	Support the communication of the agency's vision, values and mission within the team		
		Develop workplan for the centre or department, in alignment with agency goals		
		Implement changes to priority service areas for the centre or department		
		Oversee implementation of operational strategies for the centre or department		
		Lead resolution of operational issues within the centre or department		
		Develop service standards, performance indicators and operating guidelines for the centre or department		
		Oversee the implementation of programmes and services for the centre or department		
	Develop organisational capability for service delivery	Assess capability gaps within the team		
		Oversee implementation of professional development programmes for team		
Manage resources	Monitor the use of resources			
	Provide recommendations for deployment of resources to fulfil the needs of the centre			
	Draft funding proposals for the delivery of services			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 4	Interpersonal Skills	Intermediate
	Corporate Governance	Level 4	Communication	Intermediate

	Department Performance Management	Level 4	Decision Making	Intermediate
	Diversity Awareness and Management	Level 4	Problem Solving	Intermediate
	Emergency Response and Crisis Management	Level 4	Managing Diversity	Intermediate
	Ethics, Values and Legislation	Level 4		
	Financial Management	Level 4		
	Manpower Planning	Level 4		
	People Management	Level 4		
	Quality and Audit Management	Level 4		
	Risk Management	Level 4		
	Social Sector Policy Influence	Level 4		
	Stakeholder Management	Level 4		
	Strategy Implementation	Level 4		
	Strategy Planning	Level 4		
	Trends Evaluation and Application	Level 4		
	Workplace Safety and Health	Level 3		
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			