

<b>SKILLS FRAMEWORK FOR SOCIAL SERVICE</b> <b>SKILLS MAP - SENIOR ASSISTANT DIRECTOR / ASSISTANT DIRECTOR</b>		
<b>Sector</b>	<b>Social Service</b>	
<b>Track</b>	<b>Social Work</b>	
<b>Sub-track</b>	<b>Management</b>	
<b>Occupation</b>	<b>Management Staff</b>	
<b>Job Role</b>	<b>Senior Assistant Director / Assistant Director</b>	
<b>Job Role Description</b>	<p>The Senior Assistant Director/Assistant Director works in the field of social work management. He/She should be qualified and trained to assist the Director to review strategic initiatives, monitor corporate governance, manage resource, foster collaborations, and ensure efficient delivery of social service. He strategises and evaluates the organisation's operation, directs implementation of corporate policies, sets the standards of operational efficiency on service and administration levels, monitors volunteer management, initiates capability development programmes, and networks with various community partners.</p> <p>An experienced management staff who possesses excellent interpersonal, communication and management skills, the Senior Assistant Director/Assistant Director works in institutional settings, communities, Voluntary Welfare Organisations and hospitals.</p>	
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Build professional partnerships and collaborations	Build network of professional partnerships across agencies to provide social services
		Identify service gaps to address issues in social services arising from the national agenda and social issues
	Demonstrate corporate governance	Operationalise governance framework, policies and procedures for the centre
		Oversee audit on service quality to ensure compliance with policies
	Maintain operational efficiency in line with strategic objectives	Oversee the implementation of the agency's vision, values and mission within the team
		Develop workplans for the agency, in alignment with agency goals
		Operationalise changes to priority service areas for the centre or department
		Develop operational strategies for the centre or department
		Lead resolution of operational issues across the centre or department
		Review service standards, performance indicators and operating guidelines adopted by the centre or department
		Lead the evaluation of services rendered by the centre or department
	Develop organisational capability for service delivery	Assess capability requirements to ensure the delivery of services provided by the centre or department
		Oversee implementation of professional development programmes within the centre or department
Manage resources	Manage the use of resources allocated	
	Operationalise strategies for deployment of resources to fulfil the needs of the centre or department	

	Review funding proposals for the delivery of services			
<b>Skills &amp; Competencies</b>	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 5	Leadership	Intermediate
	Corporate Governance	Level 5	Decision Making	Intermediate
	Department Performance Management	Level 5	Developing People	Advanced
	Diversity Awareness and Management	Level 5	Problem Solving	Advanced
	Emergency Response and Crisis Management	Level 5	Resource Management	Advanced
	Ethics, Values and Legislation	Level 5		
	Financial Management	Level 5		
	Manpower Planning	Level 5		
	People Management	Level 5		
	Quality and Audit Management	Level 5		
	Risk Management	Level 5		
	Social Sector Policy Influence	Level 5		
	Stakeholder Management	Level 5		
	Strategy Implementation	Level 5		
	Strategy Planning	Level 5		
	Trends Evaluation and Application	Level 5		
Workplace Safety and Health	Level 4			
<b>Programme Listing</b>	For a list of Training Programmes available for the Social Service sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/social-service">www.skillsfuture.sg/skills-framework/social-service</a>			