

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - MANAGER / ASSISTANT MANAGER				
Sector	Social Service			
Track	Social Work			
Sub-track	Policies and Legislation			
Occupation	Policy Officer			
Job Role	Manager / Assistant Manager			
Job Role Description	<p>The Manager/Assistant Manager manages the department in formulating, developing, implementing and evaluating policies. He/She reviews policies and conducts forums with stakeholders to better understand the impact of policies. He reviews the legislation processes used in the evaluation of policies.</p> <p>An intuitive staff who possesses excellent communication skills, the Manager/Assistant Manager works in schools, ministries and institutional settings.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks		
	Formulate policies	Conduct forums and discussions with stakeholders to assess impact of policies		
		Conduct scans of internal and external environments to keep abreast of latest developments, changes and initiatives in the ministry and social service sector		
	Develop policies	Draft policy papers under supervision and guidance from supervisors		
		Propose policy actions or solutions to supervisors for approval		
	Implement policies	Implement strategies in accordance with policy guidelines		
		Act as first-point of contact with stakeholders for policy implementation		
		Review media articles for appropriate messaging and pitch for policies		
		Work with agencies to ensure optimal allocation of resources for policy implementation		
	Evaluate policies	Review current policy issues for discussion with senior management for enhancement		
Propose measures and matrices for evaluating the effectiveness of current policies for the beneficiary groups				
Review the policy outcomes, cross-department needs and inter-ministry implications of policies				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Collaborative Practices Across Disciplines and Sectors	Level 3	Communication	Intermediate
	Diversity Awareness and Management	Level 3	Creative Thinking	Intermediate
	Emergency Response and Crisis Management	Level 3	Sense Making	Intermediate
	Ethics, Values and Legislation	Level 3	Service Orientation	Intermediate
	Reflexive Practice	Level 3	Problem Solving	Advanced
	Resilience and Self-Care	Level 3		

	Social Policy Development	Level 3		
	Social Policy Evaluation	Level 3		
	Social Policy Formulation	Level 3		
	Social Policy Implementation	Level 3		
	Social Sector Policy Influence	Level 3		
	Stakeholder Management	Level 3		
	Trends Evaluation and Application	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			