

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - ASSISTANT DIRECTOR / SENIOR MANAGER				
Sector	Social Service			
Track	Social Work			
Sub-track	Policies and Legislation			
Occupation	Policy Officer			
Job Role	Assistant Director / Senior Manager			
Job Role Description	<p>The Assistant Director/Senior Manager heads the department in formulating, developing, implementing and evaluating policies. He/She proposes recommendations to be added into drafted policies. He supervises staff in analysing current policies and services, and implementing strategies under the framework set out by the department.</p> <p>A meticulous and collaborative staff, the Assistant Director/Senior Manager works in schools, ministries and institutional settings.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Formulate policies	Key Tasks	
			Leverage on different research and information sources to drive policy formulation	
			Gather feedback from stakeholders involved in operationalising policies to improve policy formulation	
	Develop policies	Conduct research and environmental scanning to synthesise potential areas that will allow knowledge transfer and inform policy decision-making		
		Draft policy papers in relation to other policies and legislation		
		Propose recommendations for policies to supervisors and senior management for approval		
	Implement policies	Evaluate inputs by stakeholders to initiate the policy development processes		
		Lead implementation of strategies under the framework set out by the branch or department		
		Create platforms and new avenues for engagement with stakeholders for policy implementation		
		Prepare interventions and responses required by senior management to feedback provided by external stakeholders		
		Formulate communication materials and messaging for policy dissemination in the public domains		
	Evaluate policies	Oversee the allocation of resources to aid community development and initiatives set out by the policies		
		Consult with key stakeholders to ensure applicability of current policies and services		
Propose measures and matrices for evaluating the effectiveness of current policies for the beneficiary groups				
Lead analysis and review of current policies and services				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Collaborative Practices Across Disciplines and Sectors	Level 4	Communication	Advanced
	Diversity Awareness and Management	Level 4	Leadership	Advanced

	Emergency Response and Crisis Management	Level 4	Developing People	Advanced
	Ethics, Values and Legislation	Level 4	Transdisciplinary Thinking	Advanced
	Reflexive Practice	Level 4	Problem Solving	Advanced
	Resilience and Self-Care	Level 4		
	Social Policy Development	Level 4		
	Social Policy Evaluation	Level 4		
	Social Policy Formulation	Level 4		
	Social Policy Implementation	Level 4		
	Social Sector Policy Influence	Level 4		
	Stakeholder Management	Level 4		
	Trends Evaluation and Application	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			