

<b>SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - DIRECTOR</b>		
<b>Sector</b>	<b>Social Service</b>	
<b>Track</b>	<b>Youth Work</b>	
<b>Sub-track</b>	<b>Management</b>	
<b>Occupation</b>	<b>Management Staff</b>	
<b>Job Role</b>	<b>Director</b>	
<b>Job Role Description</b>	<p>The Director works in the field of youth work management. He/She should have expertise and experience in domains under social work management in order to supervise strategic initiatives, corporate governance, resource management, organisation and capability development. He develops and reviews framework for the organisation's operating guidelines and standards, directs the implementation of corporate policies in accordance with governance regulations and drives improvements to the service delivery and operational efficiency. He is responsible for developing resource allocation and human resource management systems as well as fostering collaborations with external agencies.</p> <p>A highly experienced management staff who possesses excellent management and leadership skills, the Director is insightful and works in institutional settings, communities, Voluntary Welfare Organisations and hospitals. He also works in collaboration with other agencies and ministries in his course of work.</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 collaborations across agencies to provide cross-agency and division offerings and services
		Co-strategise social services with other agencies, considering the different agendas, directions and operating models
		Present the agency's view on social services and other sector-related issues to influence the national agenda, taking into account current social issues
	Demonstrate corporate governance	Set the direction for governance framework to ensure compliance with guidelines and regulations for the organisation
		Drive the audit framework to ensure compliance with policies
	Maintain operational efficiency in line with strategic objectives	Direct the agency to accomplish its vision and mission
		Plan goals and strategic focus for the agency, in consultation with the board and management team
		Determine priority service areas for the agency or division
		Strategise operations of the agency for performance efficiency and effectiveness
		Provide recommendations to the board and management team on practices and policy changes
		Develop framework for service standards, performance indicators and operating guidelines for the centre or department
		Oversee the evaluation of services provided by the agency or division
	Develop organisational capability for service delivery	Set the directions for capability development initiatives
		Drive professional development for the department
	Manage resources	Approve allocation of resources of each centre, taking into account competing priorities of the agency or division
		Develop infrastructure and other resources to fulfil the present and future needs of the agency or division
Develop human resource management system and framework to recruit and retain talent within the agency or division		
Develop framework, policies and guidelines for volunteer programmes to be used by the agency or division		
Approve funding proposals for delivery of services		

	Technical Skills & Competencies		Generic Skills & Competencies	
	<b>Skills &amp; Competencies</b>	Change Management	Level 6	Leadership
Corporate Governance		Level 5	Decision Making	Advanced
Department Performance Management		Level 6	Global Mindset	Advanced
Diversity Awareness and Management		Level 6	Communication	Advanced
Emergency Response and Crisis Management		Level 6	Developing People	Advanced
Ethics, Values and Legislation		Level 6		
Financial Management		Level 5		
Manpower Planning		Level 6		
People Management		Level 6		
Quality and Audit Management		Level 5		
Risk Management		Level 6		
Social Sector Policy Influence		Level 6		
Stakeholder Management		Level 6		
Strategy Implementation		Level 5		
Strategy Planning		Level 6		
Trends Evaluation and Application		Level 6		
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>			