

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - SOCIAL SERVICE ASSISTANT		
Sector	Social Service	
Track	Social Work, Youth Work, Care and Programme	
Sub-track	Direct Practice	
Occupation	Assistance Staff	
Job Role	Social Service Assistant	
Job Role Description	<p>The Social Service Assistant supports interventions for clients. He/She accompanies social service professionals on client visits and accompanies clients to and from their appointments activities. He provides administrative and logistical support for the implementation of programmes and supports the organisation of core programmes and services. He provides support for the implementation of the organisation's outreach plans and identifies potential platforms for outreach that are used by the target client group. He also supports the implementation of relevant frameworks, protocols and procedures in his own area of work.</p> <p>A proactive, resourceful and client-centric individual, the Social Service Assistant works in various voluntary welfare organisations, communities and institutional settings.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Support interventions	Support social service professionals on client visits
		Support assessment of group work outcomes and processes
		Support facilitation and delivery of group work and support groups
		Support implementation of casework interventions
		Chaperone clients between their appointments and activities to ensure safe transfers
		Provide clients with information on social support services available at other organisations
		Support social service professionals in managing crisis situations
		Support the identification of risk and protective factors associated with social problems for the target client groups to facilitate development of group processes and specialised intervention strategies
	Manage social service programmes	Support development of routine social service programmes
		Provide administrative and logistical support for the implementation of programmes
		Introduce programmes offered by the organisation to target client groups
		Support the organisation of daily programmes
	Perform stakeholder engagement	Identify the needs of clients based on client interactions
		Participate in initiatives to establish working relationships with stakeholders
		Support the implementation of outreach plans for the organisation
		Support volunteer recruitment
		Support engagements with other professionals and organisations to direct social resources and meet the needs of clients
Identify activities for target client groups		

		Identify platforms used by the target client groups for outreach and engagement		
		Convey client feedback to social service professionals		
	Uplift professional practice	Support the implementation of social service frameworks, protocols and procedures in individual area of work		
		Identify client issues and concerns based on current sector trends		
		Describe to social service professionals the general contents of relevant policies and schemes that impact the target client groups to support reviews of services		
		Support the activities that safeguard and promote the interests of the target client groups		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Care Assistance	Level 1	Communication	Intermediate
	Client Supervision	Level 1	Interpersonal Skills	Basic
	Conflict Management	Level 1	Teamwork	Basic
	Diversity Awareness and Management	Level 2	Service Orientation	Basic
	Ethics, Values and Legislation	Level 1	Problem Solving	Basic
	Intervention Implementation	Level 1		
	Reflexive Practice	Level 1		
	Resilience and Self-care	Level 1		
	Social Service Programme Development	Level 2		
	Social Service Programme Evaluation	Level 1		
	Social Service Programme Implementation	Level 1		
	Stakeholder Management	Level 1		
	Support Service to Children and Youths	Level 1		
	Support Service to Persons with Disabilities	Level 1		
	Support Service to Seniors	Level 1		
	Volunteer Programme Evaluation	Level 2		
	Volunteer Programme Management	Level 1		
	Volunteer Recruitment	Level 1		
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			