

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - PROGRAMME MANAGER				
Sector	Social Service			
Track	Care and Programme			
Sub-track	Programme Management			
Occupation	Programme Staff			
Job Role	Programme Manager			
Job Role Description	<p>The Programme Manager develops programmes to suit the needs of clients and oversees the execution of these programmes. He/She manages the risk and quality of the programmes, monitors programme expenses to ensure they are within the budget and reviews information materials that are for distribution to clients and volunteers. He determines the volunteer needs for programmes and guides junior staff and volunteers in executing programme activities. He also collaborates with other organisations to develop programmes and develops community outreach plans to target client groups, external agencies, organisations and the community.</p> <p>A client-centric, resourceful, proactive professional who possesses leadership and team management skills, the Programme Manager is strategic in his approach and works in various voluntary welfare organisations, communities and institutional settings.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage programmes	Manage programme risk, quality and compliance		
		Develop programmes to suit client needs		
		Manage engagement and performance of the programme team		
		Review programmes to ensure relevance and effectiveness in meeting future needs of clients		
		Oversee programme quality control and compliance procedures		
		Review client records and progress for proper documentation		
		Monitor programme expenses to ensure operations are within allocated budgets		
		Review information materials for distribution to clients and volunteers		
	Manage manpower resources	Determine volunteer needs and profile for programmes		
		Support professional development of the programme team		
		Guide junior staff and volunteers in executing programme activities		
	Build stakeholder relationships	Collaborate with other organisations for the development of programmes		
Manage communications and feedback from stakeholders and junior staff				
Develop community outreach plans to target client group, other organisations and the community				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Collaborative Practices Across Disciplines and Sectors	Level 3, Level 4	Interpersonal Skills	Advanced
	Diversity Awareness and Management	Level 3, Level 4	Communication	Basic
	Ethics, Values and Legislation	Level 3, Level 4	Leadership	Intermediate

	Social Sector Policy Influence	Level 3, Level 4	Decision Making	Intermediate
	Social Service Programme Development	Level 3, Level 4	Developing People	Intermediate
	Social Service Programme Evaluation	Level 3, Level 4		
	Social Service Programme Implementation	Level 3, Level 4		
	Stakeholder Management	Level 3, Level 4		
	Trends Evaluation and Application	Level 3, 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			