

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - DEPUTY DIRECTOR/SENIOR ASSISTANT DIRECTOR		
Sector	Social Service	
Track	Psychology	
Sub-track	Management	
Occupation	Management Staff	
Job Role	Deputy Director/Senior Assistant Director	
Job Role Description	<p>The Deputy Director/Senior Assistant Director assists in setting the team's strategic direction and developing the annual budget and work plans. He/She develops and implements the operational policies and processes to facilitate the execution of new psychological treatments and practices, and leads quality improvement projects to enhance psychological services. He monitors staff workload and Key Performance Indicators (KPIs) and oversees the professional development of staff in the team.</p> <p>An experienced management staff with strong team management and project management skills, the Deputy Director/Senior Assistant Director is resourceful and practical in his approach. He works in varied settings such as public and private institutions, hospitals, healthcare organisations and voluntary welfare organisations.</p>	
Critical Work Functions and Key Tasks/Performance Expectations	Critical Work Functions	Key Tasks
	Manage department operations	Provide inputs for setting the strategic directions Develop the annual work plan for the team Monitor the team's budget Evaluate delivery structures and processes for the implementation of programmes and initiatives Collaborate with direct practice practitioners to manage the provision of psychological services
	Manage manpower resources	Conduct recruitment, selection and assessment of staff Provide support for the succession planning of the team Oversee staff development within the team Provide mentorship to staff with supervisory responsibilities Monitor progress of meeting Key Performance Indicators (KPIs) Monitor the workload of staff in the teams Conduct manpower planning Implement initiatives to support staff well-being and engagement
	Drive compliance and risk management activities	Execute risk management framework Lead audits on team systems, processes and operations Lead development and implementation of policies, procedures and clinical standards for the team Provide support for business continuity planning
	Drive client care and service excellence activities	Develop operational strategies, policies and processes for improvements to client care and services

		Implement operational strategies, policies and processes for client care and services		
		Develop new psychological programmes and initiatives for the team		
		Lead quality improvement projects to enhance clinical innovations, programmes and evidence-based practices for the team		
		Provide psychological perspectives to support development of team level work plans and initiatives		
		Review client outcomes and satisfaction		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 5	Leadership	Advanced
	Corporate Governance	Level 5	Communication	Advanced
	Department Performance Management	Level 5	Decision Making	Advanced
	Diversity Awareness and Management	Level 5	Interpersonal Skills	Advanced
	Emergency Response and Crisis Management	Level 5	Developing People	Advanced
	Ethics, Values and Legislation	Level 5		
	Financial Management	Level 5		
	Manpower Planning	Level 5		
	People Management	Level 5		
	Quality and Audit Management	Level 5		
	Risk Management	Level 5		
	Social Sector Policy Influence	Level 5		
	Stakeholder Management	Level 5		
	Strategy Implementation	Level 5		
	Strategy Planning	Level 5		
Trends Evaluation and Application	Level 5			
Workplace Safety and Health	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			