

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - DIRECTOR		
Sector	Social Service	
Track	Psychology	
Sub-track	Management	
Occupation	Management Staff	
Job Role	Director	
Job Role Description	<p>The Director heads the psychology department and is responsible for the development of the department's strategies, annual budget and work plans. He/She oversees the development and implementation of new operational policies and processes to ensure the execution of new psychological services are in accordance with clinical standards. He also oversees manpower planning, as well as the performance and professional development of staff in the department. He drives collaborations across organisations and at the national level.</p> <p>An experienced management staff who possesses strong leadership skills and is able to build and leverage effective relationships with stakeholders, the Director is accountable, decisive and agile in responding to change. 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	Critical Work Functions	Key Tasks
	Manage department operations	Collaborate with other departments or functions to set the organisational directions
		Drive the development of the annual work plan
		Manage the budget
		Drive implementation of new delivery structures and processes for the execution of programmes and initiatives
		Set up collaborations with other departments, institutions, and educational institutions to promote and deliver the organisation's services
	Manage manpower resources	Provide direction on the recruitment, selection and assessment strategy
		Lead succession planning in collaboration with relevant stakeholders
		Oversee staff development
		Provide mentorship to team leaders
		Set Key Performance Indicators (KPIs)
		Plan the workload of staff
		Lead manpower planning in collaboration with relevant stakeholders
		Drive staff well-being and engagement activities
	Drive compliance and risk management activities	Oversee implementation of the risk management framework
		Oversee the conduct of audits on department systems, processes and operations
Drive development and implementation of policies, procedures and clinical standards		
Lead business continuity planning in collaboration with relevant stakeholders		
Drive client care and service excellence initiatives	Drive development of operational strategies, policies and processes for client care and services	

		Drive implementation of operational strategies, policies and processes for client care and services		
		Drive development of new psychological programmes and initiatives		
		Oversee quality improvement projects to enhance clinical innovation, programmes and evidence-based practices		
		Provide psychological perspectives to develop national work plans and initiatives		
		Drive improvements in client outcomes and satisfaction		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 6	Leadership	Advanced
	Corporate Governance	Level 6	Communication	Advanced
	Department Performance Management	Level 6	Decision Making	Advanced
	Diversity Awareness and Management	Level 6	Global Mindset	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			
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			