

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - DIRECTOR		
Sector	Social Service	
Track	Early Intervention Teaching	
Sub-track	Management	
Occupation	Management Staff	
Job Role	Director	
Job Role Description	<p>The Director is responsible for providing leadership in strategic and operational planning across centres. He/She drives development of cross-centre partnerships, initiatives and improvements for the effective delivery and quality of centre programmes and services. He establishes and oversees implementation of policies, procedures and standards as well as risk management frameworks to ensure quality teaching, curriculum development and student well-being across centres. He also oversees staff professional development, student enrolment and manpower requirements across the centres.</p> <p>A highly experienced management staff who possesses strong leadership skills and the ability to build and leverage effective relationships with stakeholders, the Director works in varied settings such as in early intervention teaching centres, student care centres, special education schools, and other voluntary welfare organisations.</p>	
Critical Work Functions and Key Tasks/Performance Expectations	Critical Work Functions	Key Tasks
	Manage manpower resources	Provide directions on the recruitment strategies across centres
		Review manpower plans for approval across centres
		Oversee staff development, training and mentorship programmes across centres
		Oversee staff performance across centres
	Manage centre operations	Set the strategic directions across centres
		Drive development of annual work plans and budget plans across centres
		Oversee development of cross-centre programmes and initiatives
		Set and review Key Performance Indicators (KPIs) across centres
		Oversee improvements on systems and processes and operations across centres
	Drive compliance and risk management activities	Oversee risk management initiatives across centres
		Establish new or revised policies, procedures and standards across centres
	Drive programmes and service excellence initiatives	Set organisational directions for cross-centre partnerships and delivery of services
		Drive cross-centre collaborations to enhance initiatives and programmes
		Develop strategic long-term plans to improve the quality of the learning environments across centres
		Oversee enhancements of curriculum and programmes across centres
	Manage student affairs	Review reports on student statistics to relevant agencies
Oversee student enrolment across centres		

	Technical Skills & Competencies		Generic Skills & Competencies	
	Skills & Competencies	Change Management	Level 6	Leadership
Collaborative Practices Across Disciplines and Sectors		Level 6	Communication	Advanced
Corporate Governance		Level 5	Decision Making	Advanced
Department Performance Management		Level 6	Interpersonal Skills	Advanced
Diversity Awareness and Management		Level 6	Problem Solving	Advanced
Emergency Response and Crisis Management		Level 6		
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			