

**SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

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| TSC Category | Professional Practice | | | | | |
| TSC | Social Sector Policy Influence | | | | | |
| TSC Description | Understand policies applicable in the social sector as well as the process of policy development and influence their development and implementation | | | | | |
| TSC Proficiency Description | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |
| | | | SSC-POL-3001-1.1 | SSC-POL-4001-1.1 | SSC-POL-5001-1.1 | SSC-POL-6001-1.1 |
| | | | Identify the impact of social sector policies on client groups and service delivery | Examine trends in social sector policies and pursue advocacy opportunities | Engage stakeholders and government officials to initiate policy change in the social sector | Influence the development and implementation of high-impact policies applicable in the social sector at the national level |
| Knowledge | | | <ul style="list-style-type: none"> Structural, political and other social factors which affect the clients Basic methods for policy analysis Research and information gathering skills on policies Methods for conducting internal and external environmental scans to keep abreast of latest developments, changes and initiatives in the ministry and social sector Methods to balance the rights of the general community and the rights of people with specific needs Relevant regulatory, legislative and legal requirements Relevant government policy development forums and processes | <ul style="list-style-type: none"> Relevant government initiatives, policies and priorities Policies relevant to the social sector Service delivery models in the community and social sector Current and future service needs of target groups Networking techniques for policy implementation Relevant government policy development forums and processes Methods for policy analysis | <ul style="list-style-type: none"> Principles and practices of policy development Techniques to present a compelling case for policy change Techniques for environmental scanning and sector research studies Research techniques to gather policy ideas Techniques for initiating the policy formulation process with stakeholders Advocacy strategies and communication channels Techniques to engage policymakers and politicians Response strategies for senior management in anticipation of feedback provided by external stakeholders and the general public Components of communication plans and messaging for policies to be implemented and review process for the plan Strategies for defining messaging and position for the implementation of policies | <ul style="list-style-type: none"> Tools and techniques for influencing policy-makers and social sector stakeholders to change policy direction Techniques for conceptualising adaptations to sector policies in anticipation of changes in socio-economic developments Strategies to engage and win support of stakeholders impacted by policies Techniques for advocating the benefits of policies to policy-makers and sector leaders Tools for measuring impact of social policies on political and economic environment Leadership strategies for directing the department's environmental scanning, research and analysis and sharing of findings |

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| <p>Abilities</p> | | | <ul style="list-style-type: none"> • Collect on-the-ground information to gauge impact of policies • Identify the relevant policies and their programmes • Demonstrate awareness of policies relevant to the service delivery • Conduct internal and external environment scans to keep abreast of latest developments, changes and initiatives in the ministry and social service sector • Communicate formally about service needs • Advocate in relevant government policy development forums and processes | <ul style="list-style-type: none"> • Identify the linkages between social sector policies and specific programme areas • Review the outcomes of international social policies and their applicability to the local context • Identify relevant opportunities for communicating formally about the service needs • Support preparations for presentations to government policy development forums and government officials • Pursue opportunities to comment on draft policy documents, legislation, project plans and other relevant documents regarding service needs • Gather perspectives from intended end-user stakeholders involved in the operationalisation of policies • Identify the application of policy to programme delivery components | <ul style="list-style-type: none"> • Use a range of sources to obtain a holistic view to drive policy ideas • Initiate the policy formulation process with stakeholders • Identify service and policy gaps through the directing of environmental scanning or sector research studies • Develop and present logical cases for new policy directions • Develop engagement strategies with policy-makers and politicians • Develop the changes to policy • Determine the policies to be influenced and set goals • Create platforms and new avenues for active stakeholder engagement and consultation • Define messaging and positioning for ministries or agencies for the implementation of policies | <ul style="list-style-type: none"> • Collaborate with policy-makers and social sector stakeholders to change policy direction to get the best outcomes for the sector • Conceptualise adaptations to sector policies in anticipation of changes in socio-economic developments • Engage and win support of stakeholders impacted by policies • Advocate the benefits of the policy to policy-makers and social sector leaders • Review policies in relation to other policies, legislation and programmes • Approve capacity-building initiatives taking into consideration divergent priorities among different departments • Oversee and direct department in terms of environmental scanning, research and analysis and sharing of findings |
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