## TSC Category
Programme Development and Implementation

### TSC
Social Service Programme Development

### TSC Description
Develop social service programmes using intervention concepts and frameworks that serve the needs of the clients and community

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td>Assist in the development and planning of social service programmes</td>
<td>SSC-PMT-2022-1.1</td>
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### Knowledge
- Types of programmes available within the social service sector
- Types of client issues
- Principles for programme development
- Methods to conduct environmental scans for programmes within the social service sector
- Workplace safety and health practices
- Support needs of clients and community stakeholders
- Research and evidence-based approaches
- Methods for programme development
- Methods for client needs assessment
- Inclusive practices and their impact on service provisions
- Available community resources and/or funding schemes
- Methods to determine resources required for programmes
- Strategies for programme promotion and publicity
- Legislation relevant to social service programmes
- Client-centred service principles and practices
- Community development frameworks, principles and models
- Support needs of clients or community stakeholders
- Client observation and needs assessment methods
- Trends and best practices in social service programmes
- Methods to adapt and incorporate programmes for development
- Relevant referral agencies, support services and networks to support programmes
- Methods to define and measure programme outcomes
- Strategies to engage programme stakeholders
- Emerging trends and best practices in programme development
- Processes for planning and implementing programmes
- Programme strategies, impact and sustainability
- Frameworks and methods for strategic planning for programmes
- Methods to integrate sector-wide programmes
- Sector-wide needs and considerations for programme development
- Types of sector-wide programmes and synergies between them
- Policy implications on programme development
- Consultation processes

### Abilities
- Identify range, types and functions of different social service programmes
- Identify clients’ social, emotional, psychological and cultural needs
- Assess clients’ social, emotional, psychological and cultural needs
- Define programme outcomes and methods to achieve them
- Conduct needs assessment for clients or community stakeholders
- Assess complexity of client needs and the scope of services or programmes to be provided
- Develop programme development strategies to ensure long term sustainability and impact
- Set up programme protocols and processes
- Outline key focus areas in programmes for development to address emerging needs and in different settings
- Advise on programme development and
| Suggest the range of activities to suit the needs of clients |
| Collect data to support environmental scanning to understand the existing client landscape, community needs and programmes available |
| Apply evidence-based approach to developing programmes |
| Incorporate inclusive practices and cultural and social considerations of client groups into programme development |
| Identify and tap on appropriate community resources and/or funding schemes |
| Conduct environmental scanning on the existing client landscape, community needs and programmes available |
| Coordinate needs assessment with other social service professionals |
| Determine manpower, resources and training required for delivering programmes |
| Plan publicity for programmes |

- Assess community profile, strengths and needs to support community development |
- Define data collection processes and outcome measures of programmes |
- Apply relevant principles, frameworks and best practices in developing social service programmes |
- Determine allocation of resources for programmes |
- Adapt and incorporate best practices and trends in programmes |
- Pilot and refine service and programme parameters to ensure successful implementation |
- Build collaborations/partnerships with agencies, funders/sponsors and stakeholders in the social service sector for community development and re-integration |
- To respond to emerging needs |
- Identify and adapt best practices for programme development |
- Set strategic direction to measure outcomes and programme evaluation methods |
- Contribute to programme development within a domain of expertise |
- Integration across different settings |
- Integrate programme development across other programmes available in the sector