

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

TSC category	Programme Development and Implementation					
TSC	Social Service Programme Implementation					
TSC description	Implement effective social service programmes that serve the needs of the clients and community					
TSC proficiency description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SSC-PMT-1024-1.1	SSC-PMT-2024-1.1	SSC-PMT-3024-1.1	SSC-PMT-4024-1.1	SSC-PMT-5024-1.1	SSC-PMT-6024-1.1
	Support the implementation of social service programmes	Implement assigned social service programmes	Implement and monitor different types of social service programmes	Lead in the implementation and adaption of social service programmes	Drive implementation of social service programmes in different communities	Drive implementation of sector-wide and national social service programmes
Knowledge	<ul style="list-style-type: none"> Active listening skills and culturally appropriate language Methods to encourage participation from clients and caregivers Workplace safety and health requirements Resources and materials for programme implementation 	<ul style="list-style-type: none"> Communication modalities and techniques for working with diverse groups and stakeholders Principles and practices of client services Observation and documentation requirements for care plans and client files Methods to build rapport with clients and caregivers Client expectations of the programmes, including cultural beliefs and expectations Common barriers to client participation Organisational procedures for issue resolution when implementing programmes Types of logistical support for programme implementation 	<ul style="list-style-type: none"> Theories of motivation Programme objectives and outcomes Programme implementation strategies Programme resource requirements and implementation procedures Drivers and barriers to client participation Methods for developing promotional strategies and information materials and outreach platforms Methods for gathering information on the client's stage of development and level of participation Conflict resolution skills and procedures Principles and practices of event management Information on allocable resource availability 	<ul style="list-style-type: none"> Best practices and strategies to adapt programmes Causes for client disengagement in programmes Relevant associations, government, community and private sector organisations Methods to build community stakeholder support for programmes 	<ul style="list-style-type: none"> Programmes implemented in different communities and respective timelines Strategies to build community stakeholder support and commitment to programmes Key community stakeholders 	<ul style="list-style-type: none"> Synergies between programmes across the social service sector Strategies to integrate sector-wide programmes Programmes implemented by different social service providers Best practices in programme implementation
Abilities	<ul style="list-style-type: none"> Monitor clients in programme activities in accordance to programme guidelines and requirements 	<ul style="list-style-type: none"> Document and maintain programme information, observations and feedback from clients, caregivers and social service professionals to facilitate understanding 	<ul style="list-style-type: none"> Implement and monitor programme content, activities and schedules Address individual needs of client in the delivery of the programmes 	<ul style="list-style-type: none"> Adapt programmes and services to suit needs of client or programme objectives Develop strategies to address causes for client disengagement 	<ul style="list-style-type: none"> Monitor overall implementation of programmes and timelines at community level Drive support and commitment of community 	<ul style="list-style-type: none"> Integrate community-wide programmes and best practices that cut across different social service providers with long-term national impact

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	<ul style="list-style-type: none"> Identify and raise potential client issues to supervisors Provide clients with programme information Engage clients and caregivers in programmes to encourage participation 	<p>of client profiles and current progress</p> <ul style="list-style-type: none"> Apply organisational procedures and guidelines in documentation Provide administration and logistical support for programmes Develop rapport with clients and caregivers during engagements to encourage participation Adapt programme activities to accommodate changes in client participation Conduct promotion and publicity activities for programmes Apply organisational procedures to address client issues during the programme 	<ul style="list-style-type: none"> Develop and implement processes to recognise client achievements Develop and implement promotional strategies to drive participation Mobilise the community stakeholders and resources for programmes Guide clients in conflict resolution process to resolve client issues during the programme Identify possible barriers and provide solutions to programme participation Monitor safety of programme staff and participants Adapt individual communication approaches and programme activities to tailor to client's needs and cultural context Coordinate the allocation of resources for programme execution, including logistics and manpower 	<ul style="list-style-type: none"> Monitor the allocation and sufficiency of resources for successful programme execution Utilise networks within the community and social service organisations to extend support and participation in programmes 	<p>stakeholders for programmes</p> <ul style="list-style-type: none"> Review programme outcomes, quality of service provision in meeting needs of clients 	<ul style="list-style-type: none"> Initiate government and private sector partnerships and networks to support programmes Build partnerships across the sector to facilitate integration of programmes across different social service providers
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