## TSC Proficiency Description

<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Social Policy</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Social Policy Implementation</td>
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<tr>
<td>TSC Description</td>
<td>Manage the social policy implementation process to ensure alignment with the overarching policy intent</td>
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### Knowledge

- Local and overseas community and political contexts and larger systems impacting the community
- Relevant social policies impacting client groups
- Social policy implementation methods and processes
- Types of stakeholders relevant to policy implementation
- Communication guidelines relating to social policy implementation
- General practices in project management
- Data collection tools and evaluation frameworks
- Ethical frameworks relating to social policies
- Change management process

- Relationship between policies and application to client groups
- Social policy implementation guidelines
- Project management techniques
- Communication methods relating to social policy implementation
- Trends and factors impacting the community
- Quantitative and qualitative analysis methods and tools
- Social policy implementation plans
- Impact of social policy implementation
- Resource management
- Types of media used in social policy implementation
- Methods to collect feedback on social policies
- Change management principles and techniques
- Techniques for stakeholder engagement
- Social policy strategies
- Communication plans

### Abilities

- Apply project management techniques to manage social policy implementation activities
- Support development of implementation plans within domain areas
- Review social policy implementation activities
- Implement social policies that are aligned with organisation’s strategies and guidelines
- Engage key stakeholders for development of social
- Establish social policy implementation plans
- Identify impact of policy implementation on client groups
- Identify media platforms for communication of
- Gain buy-ins from stakeholders to facilitate social policy implementation
- Provide social policy advice to internal stakeholders with cross-functional perspectives
- Review alignment of community programmes and initiatives to policies
- Oversee assessment of social policy implication in practice
- Ensure social policies are feasible, funded, risk
| • Assist in stakeholder consultations and engagements | • Develop implementation plans within domain areas | • Approve communication messaging and materials for social policy implementation |
| • Liaise with stakeholders for social policy implementation | • Identify factors that support successful social policy implementation | • Direct collaborative efforts with stakeholders in matters concerning social policy implementation |
| • Manage policy implementation process | • Manage agencies to allocate resources for implementation of social policies | • Identify actions required for change management and stakeholder engagement |
| • Collect data and information required to monitor the effectiveness of social policies | • Incorporate evidence of front-line delivery in social policy implementation | • Assess potential implementation approaches for social policy implementation within domain area |
| • Engage front-line staff and clients during the social policy implementation process | • Identify data and information required to monitor the effectiveness of social policies to support evaluation framework | • Engage front-line stakeholders to assess practical implications of implemented policies |
| • Identify and resolve issues during the social policy implementation process | • Implement risk management procedures during the social policy implementation process | • Collaborate with agency’s public communications and engagement teams to engage stakeholders and the media |
| • Prepare social policy communication materials | • Implemented social policies | • Adapt risk management procedures to support the social policy implementation process |
| | • Analyse feedback provided by external stakeholders to formulate interventions and responses | • Mitigated to ensure delivery of required outcomes |
| | • Assess impacts of social policy implementation approaches | • Lead stakeholder engagements with those involved in social policy implementation |
| | • Investigate the practical implications of options and identify delivery partners | • Ensure implementation plans are appropriately resourced |
| | • Collaborate with implementation team to ensure that the implementation plans are realistic and feasible | • Apply best practices in communication plans |
| | • Ascertain amount of resources needed for successful policy implementation |