

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

TSC Category	Social Policy					
TSC	Social Policy Implementation					
TSC Description	Manage the social policy implementation process to ensure alignment with the overarching policy intent					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-POL-2005-1.1	SSC-POL-3005-1.1	SSC-POL-4005-1.1	SSC-POL-5005-1.1	SSC-POL-6005-1.1
		Support implementation of social policy strategies	Implement strategies in accordance with organisation's guidelines	Supervise staff in implementing strategies set out by the department	Oversee social policy implementation process to ensure alignment to social policy intent	Lead social policy operationalisation to ensure alignment with the overarching social policy intent
Knowledge		<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> Change management principles and techniques Techniques for stakeholder engagement 	<ul style="list-style-type: none"> Community programmes and initiatives in social service sector Impacts and benefits of social policies Socio-economic landscape of Singapore Roles and responsibilities of government and stakeholders Key stakeholders to involve in identifying future direction of social policies Best practices in communication plans for social policy implementation
Abilities		<ul style="list-style-type: none"> Apply project management techniques to manage social policy implementation activities Support development of implementation plans within domain areas 	<ul style="list-style-type: none"> Review social policy implementation activities Implement social policies that are aligned with organisation's strategies and guidelines Engage key stakeholders for development of social 	<ul style="list-style-type: none"> Establish social policy implementation plans Identify impact of policy implementation on client groups Identify media platforms for communication of 	<ul style="list-style-type: none"> Gain buy-ins from stakeholders to facilitate social policy implementation Provide social policy advice to internal stakeholders with cross-functional perspectives 	<ul style="list-style-type: none"> Review alignment of community programmes and initiatives to policies Oversee assessment of social policy implication in practice Ensure social policies are feasible, funded, risk

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		<ul style="list-style-type: none"> • Assist in stakeholder consultations and engagements • Liaise with stakeholders for social policy implementation • Manage policy implementation process • Collect data and information required to monitor the effectiveness of social policies • Engage front-line staff and clients during the social policy implementation process • Identify and resolve issues during the social policy implementation process • Prepare social policy communication materials 	<p>policy implementation plans</p> <ul style="list-style-type: none"> • Develop implementation plans within domain areas • Identify factors that support successful social policy implementation • Manage agencies to allocate resources for implementation of social policies • Incorporate evidence of front-line delivery in social policy implementation • Identify data and information required to monitor the effectiveness of social policies to support evaluation framework • Implement risk management procedures during the social policy implementation process 	<p>implemented social policies</p> <ul style="list-style-type: none"> • Analyse feedback provided by external stakeholders to formulate interventions and responses • Assess impacts of social policy implementation approaches • Investigate the practical implications of options and identify delivery partners • Collaborate with implementation team to ensure that the implementation plans are realistic and feasible • Ascertain amount of resources needed for successful policy implementation • Adapt risk management procedures to support the social policy implementation process 	<ul style="list-style-type: none"> • Approve communication messaging and materials for social policy implementation • Direct collaborative efforts with stakeholders in matters concerning social policy implementation • Identify actions required for change management and stakeholder engagement • Assess potential implementation approaches for social policy implementation within domain area • Engage front-line stakeholders to assess practical implications of implemented policies • Collaborate with agency's public communications and engagement teams to engage stakeholders and the media 	<p>mitigated to ensure delivery of required outcomes</p> <ul style="list-style-type: none"> • Lead stakeholder engagements with those involved in social policy implementation • Ensure implementation plans are appropriately resourced • Apply best practices in communication plans
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