

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - SOCIAL WORK ASSOCIATE		
Sector	Social Service	
Track	Social Work	
Sub-track	Direct Practice	
Occupation	Social Worker	
Job Role	Social Work Associate	
Job Role Description	<p>The Social Work Associate works in the field of social work. He/She is qualified and trained to assist in providing interventions and programmes, performing community development work and uplifting the professional practice in social work. He assists in coordinating casework, group work and community development activities and programmes, supporting community events and performing administrative functions.</p> <p>A responsive, adaptable and astute staff, the Social Work Associate works in institutional settings, communities, voluntary welfare organisations and hospitals. He works as part of a collaborative team with other agencies and ministries in the course of his work.</p>	
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks
	Perform stakeholder engagement and partnerships	Support in building rapport and professional relationships with clients and significant others
	Conduct casework	Support needs and intake assessments
		Support case and care planning and goal setting
		Support implementation of case and care plans and interventions
		Support the evaluation of casework intervention processes and outcomes for improvements
		Support closure of cases upon achieving sustainable service outcomes for clients, families and communities
		Draft case notes and documents
	Conduct group work	Support preparation and planning of group work interventions
		Support implementation of group work interventions
		Support the evaluation of group work intervention processes and outcomes
	Perform community development work	Support conduct of environmental scans and community need assessments
		Support coordination and pooling of community resources and services
		Support development and implementation of community development initiatives
		Support evaluation of community development initiatives for improvements
	Deliver programmes	Support development and planning of programmes
Support implementation of programmes		
Support evaluation of programmes		

	Uplift professional practice in social work	Develop own self-care plans		
		Support in data collection for research projects		
		Support the implementation of standards of care, organisational health policies, procedures and programmes		
		Support in identifying areas of improvement in models of care and service delivery based on evidence-based practices		
		Respond to crisis situations based on organisation's standard operating procedures		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Case and Care Planning	Level 2	Communication	Basic
	Casework Evaluation	Level 2	Interpersonal Skills	Basic
	Casework Intervention	Level 2	Service Orientation	Basic
	Collaborative Practices Across Disciplines and Sectors	Level 2	Teamwork	Basic
	Diversity Awareness and Management	Level 2	Problem Solving	Basic
	Emergency Response and Crisis Management	Level 2		
	Ethics, Values and Legislation	Level 2		
	Group Work Assessment and Planning	Level 2		
	Group Work Evaluation	Level 2		
	Group Work Intervention	Level 2		
	Reflexive Practice	Level 2		
	Resilience and Self-care	Level 2		
	Social Service Programme Development	Level 2		
	Social Service Programme Evaluation	Level 2		
	Social Service Programme Implementation	Level 2		
	Stakeholder Management	Level 2		
Trends Evaluation and Application	Level 2			
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			