

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - SENIOR SOCIAL WORKER		
Sector	Social Service	
Track	Social Work	
Sub-track	Direct Practice	
Occupation	Social Worker	
Job Role	Senior Social Worker	
Job Role Description	<p>The Senior Social Worker works in the field of social work. He/She is qualified and trained to assist in managing interventions and programmes, performing community development work and uplifting the professional practice in social work. He guides multi-disciplinary teams to implement and evaluate casework and group work and also organises strategic community development initiatives, programmes and research. He serves as a mentor to social workers and supports their professional development.</p> <p>An experienced professional who is insightful, responsible and possess the willingness to mentor, the Senior Social Worker works in institutional settings, communities, voluntary welfare organisations and hospitals. He also collaborates 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	Participate in social work practice across disciplines
		Build professional relationships with clients, significant others and other professionals
	Conduct casework	Conduct needs and intake assessments for complex cases by taking into account the integration of a range of information
		Formulate casework intervention plans
		Implement case and care plans and interventions
		Evaluate progress and effectiveness of casework interventions
		Conduct closure of cases upon achieving sustainable service outcomes for clients, families and communities
		Review case notes and documents
		Review social reports
	Conduct group work	Formulate group work intervention plans
		Supervise facilitation of group work interventions
		Evaluate progress and effectiveness of group work interventions across the organisation
	Perform community development work	Lead environmental scans and community need assessments
		Mobilise community resources
		Develop community development initiatives
Implement new community development initiatives		

		Evaluate progress and effectiveness of community development initiatives across the organisation		
	Deliver programmes	Lead development of specific programmes targeted at service gaps and service delivery issues		
		Manage implementation of programmes		
		Conduct evaluation of programmes		
	Uplift professional practice in social work	Assist staff in implementing and improving their self-care plan		
		Supervise staff in their work		
		Support professional development of staff within the organisation		
		Design research on practice and specified issues under guidance		
		Perform audits with adherence to organisation's audit framework		
		Implement standards of care, organisational health policies, procedures and programmes		
Review models of care and service delivery aligned to evidence-based practice				
Organise crisis management team with partner organisations and agencies				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Advocacy and Representation	Level 4	Communication	Intermediate
	Case and Care Planning	Level 4	Interpersonal Skills	Advanced
	Casework Evaluation	Level 4	Problem Solving	Intermediate
	Casework Intervention	Level 4	Service Orientation	Intermediate
	Collaborative Practices Across Disciplines and Sectors	Level 4	Decision Making	Intermediate
	Diversity Awareness and Management	Level 4		
	Emergency Response and Crisis Management	Level 4		
	Ethics, Values and Legislation	Level 4		
	Group Work Assessment and Planning	Level 4		
	Group Work Evaluation	Level 4		
	Group Work Intervention	Level 4		
	Practice Supervision	Level 4		
	Professional Consultation	Level 4		

	Reflexive Practice	Level 4		
	Research Data Collection and Management	Level 4		
	Resilience and Self-care	Level 4		
	Social Sector Policy Influence	Level 4		
	Social Service Programme Development	Level 4		
	Social Service Programme Evaluation	Level 4		
	Social Service Programme Implementation	Level 4		
	Stakeholder Management	Level 4		
	Trends Evaluation and Application	Level 4		
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			