

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - LEAD SOCIAL WORKER		
Sector	Social Service	
Track	Social Work	
Sub-track	Direct Practice	
Occupation	Social Worker	
Job Role	Lead Social Worker	
Job Role Description	<p>The Lead Social Worker works in the field of social work. He/She develops casework intervention plans and leads the development, delivery and evaluation of programmes within the organisation. He uplifts the professional practice through delivering education and training for staff and other stakeholders. As a mentor, he also identifies and creates holistic development opportunities for staff under his charge.</p> <p>A team player who is responsible and possesses good interpersonal and communication skills, the Lead Social Worker works in different institutional settings, with various communities, voluntary welfare organisations and hospitals. He also collaborates frequently 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	Lead social work practice across disciplines within the organisation
		Establish professional partnerships with key influencers and decision-makers
	Conduct casework	Lead needs and intake assessments for complex cases by integrating a range of information
		Develop casework intervention plans within the organisation
		Lead implementation of domain-specific case and care plans and interventions
		Review progress and effectiveness of casework interventions
		Review closure of cases
		Review social reports
	Conduct group work	Develop group work intervention plans across the organisation
		Provide consultation on design of group work interventions within the organisation
		Review progress and effectiveness of group work interventions across the organisation
	Perform community development work	Analyse outcomes of environmental scans and community need assessments for new community development initiatives within the organisation
		Develop strategic community development initiatives to mobilise community resources within the organisation
		Lead development of community development initiatives within the organisation
		Lead implementation of community development initiatives through collaborations and advocacy with key influencers
		Review progress and effectiveness of community development initiatives across the organisation
Deliver programmes	Lead development of domain-specific programmes and best practices	

		Lead delivery of programmes within the organisation		
		Evaluate programmes within the organisation		
	Uplift professional practice in social work	Drive self-care mechanisms within the organisation		
		Develop supervision guidelines for the organisation		
		Lead professional development of staff within the organisation		
		Lead organisation research on current programs and specified issues		
		Oversee audits with adherence to organisation's audit framework		
		Propose enhancements to standards of care, organisational health policies, procedures and programmes		
		Provide inputs to inform policy changes and development at the national level		
		Lead improvements in models of care and service delivery within the organisation based on market research and emerging trends		
Adapt crisis management approaches that enable the organisation to minimise risks during crisis situations				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Advocacy and Representation	Level 5	Communication	Advanced
	Case and Care Planning	Level 5	Leadership	Advanced
	Casework Evaluation	Level 5	Developing People	Advanced
	Casework Intervention	Level 5	Interpersonal Skills	Advanced
	Collaborative Practices Across Disciplines and Sectors	Level 5	Problem Solving	Advanced
	Diversity Awareness and Management	Level 5		
	Emergency Response and Crisis Management	Level 5		
	Ethics, Values and Legislation	Level 5		
	Group Work Assessment and Planning	Level 5		
	Group Work Evaluation	Level 5		
	Group Work Intervention	Level 5		
	Practice Supervision	Level 5		
	Professional Consultation	Level 5		
Reflexive Practice	Level 5			

	Research Data Collection and Management	Level 5		
	Resilience and Self-care	Level 5		
	Social Sector Policy Influence	Level 5		
	Social Service Programme Development	Level 5		
	Social Service Programme Evaluation	Level 5		
	Social Service Programme Implementation	Level 5		
	Stakeholder Management	Level 5		
	Trends Evaluation and Application	Level 5		
Programme Listing	For a list of training programmes available for the social service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			