

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - ASSISTANT MANAGER				
Sector	Social Service			
Track	Social Work			
Sub-track	Management			
Occupation	Management Staff			
Job Role	Assistant Manager			
Job Role Description	<p>The Assistant Manager works in the field of social work management. He/She should be qualified and trained to assist Senior Manager/Manager in monitoring the organisation's strategic initiative, resource management, collaboration and corporate governance to ensure operational efficiency. He directs teams in strategic implementation, service delivery, new hires recruitment, capability gaps identification and collaboration with professional partners. He is also responsible for ensuring operational and governance efficiency through staff supervision and performance evaluation.</p> <p>A junior management staff who is proactive, responsible and trustworthy, the Assistant Manager works in institutional settings, communities, Voluntary Welfare Organisations and hospitals. He also works in collaboration 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		
	Build professional partnerships and collaborations	Foster professional partnerships across agencies to provide seamless social services		
	Demonstrate corporate governance	Oversee team for adherence to Standard Operating Procedures (SOPs) and guidelines		
		Conduct audits on service quality to ensure compliance with policies		
	Maintain operational efficiency in line with strategic objectives	Support the cultivation of the agency's values, vision and mission within the team		
		Develop work plans for the centre or department, in alignment with agency goals		
		Implement operational strategies for the centre or department		
		Monitor service delivery for adherence to service standards, performance indicators and operating guidelines of the centre or department		
	Develop organisational capability for service delivery	Support cross-unit and team programmes of the centre or department		
		Identify capability gaps in the team		
	Manage resources	Implement developmental programmes for the team		
		Monitor the use of resources to meet the needs of the delivery of services		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 3	Communication	Intermediate
	Corporate Governance	Level 3	Interpersonal Skills	Intermediate
	Department Performance Management	Level 3	Service Orientation	Intermediate

	Diversity Awareness and Management	Level 3	Teamwork	Intermediate
	Emergency Response and Crisis Management	Level 3	Creative Thinking	Intermediate
	Ethics, Values and Legislation	Level 3		
	Financial Management	Level 3		
	Manpower Planning	Level 4		
	People Management	Level 3		
	Quality and Audit Management	Level 3		
	Risk Management	Level 3		
	Social Sector Policy Influence	Level 3		
	Stakeholder Management	Level 3		
	Strategy Implementation	Level 3		
	Strategy Planning	Level 3		
	Trends Evaluation and Application	Level 3		
	Workplace Safety and Health	Level 3		
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			