

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - DIRECTOR		
Sector	Social Service	
Track	Social Work	
Sub-track	Management	
Occupation	Management Staff	
Job Role	Director	
Job Role Description	<p>The Director works in the field of social work management. He/She should have expertise and experience in domains under social work management in to supervise strategic initiatives, corporate governance, resource management, organisation and capability development. He develops and reviews framework for the organisation's operating guidelines and standards, directs the implementation of corporate policies in accordance with governance regulations and drives improvements to the service delivery and operational efficiency. He is responsible for developing resource allocation and human resource management systems as well as fostering collaborations with external agencies.</p> <p>A highly experienced management staff who possesses excellent management and leadership skills, the Director 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	Build network of collaborations across agencies to provide cross-agency and division offerings and services
		Co-strategise social services with other agencies, considering the different agendas, directions and operating models
		Present the agency's views on social services and other sector-related issues to influence the national agenda, taking into account current social issues
	Demonstrate corporate governance	Set the direction for governance framework to ensure compliance with guidelines and regulations for the organisation
		Drive the audit framework to ensure compliance with policies
	Maintain operational efficiency in line with strategic objectives	Direct the agency to accomplish its vision and mission
		Plan goals and strategic focus for the agency, in consultation with the board and management team
		Determine priority service areas for the agency or division
		Strategise operations of the agency for performance efficiency and effectiveness
		Provide recommendations to the board and management team on practices and policy changes
		Develop framework for service standards, performance indicators and operating guidelines for the centre or department
	Develop organisational capability for service delivery	Oversee the evaluation of services provided by the agency or division
Set the directions for capability development initiatives		

		Drive professional development for the department		
	Manage resources	Approve allocation of resources of each centre, taking into account competing priorities of the agency or division		
		Develop infrastructure and other resources to fulfil the present and future needs of the agency or division		
		Develop human resource management system and framework to recruit and retain talent within the agency or division		
		Develop framework, policies and guidelines for volunteer programmes to be used by the agency or division		
		Approve funding proposals for delivery of services		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 6	Leadership	Advanced
	Corporate Governance	Level 5	Decision Making	Advanced
	Department Performance Management	Level 6	Developing People	Advanced
	Diversity Awareness and Management	Level 6	Problem Solving	Advanced
	Emergency Response and Crisis Management	Level 6	Communication	Advanced
	Ethics, Values and Legislation	Level 6		
	Financial Management	Level 5		
	Manpower Planning	Level 6		
	People Management	Level 6		
	Quality and Audit Management	Level 5		
	Risk Management	Level 6		
	Social Sector Policy Influence	Level 6		
	Stakeholder Management	Level 6		
	Strategy Implementation	Level 5		
	Strategy Planning	Level 6		
	Trends Evaluation and Application	Level 6		
	Workplace Safety and Health	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