

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - SENIOR MANAGER / MANAGER		
Sector	Social Service	
Track	Youth Work	
Sub-track	Management	
Occupation	Management Staff	
Job Role	Senior Manager / Manager	
Job Role Description	<p>The Senior Manager/Manager works in the field of youth work management. He/She should be qualified and trained to monitor and manage the organisation's strategic initiatives, resource management, collaboration and corporate governance to ensure operational efficiency. He oversees strategic implementation, budgets the use of capital and human resources, develops professional development programmes, and initiates professional relationships across agencies. He also ensures operational and governance efficiency through supervision of a multi-disciplinary staff performance evaluation, and policy implementation.</p> <p>An experienced management staff who is meticulous, committed and possesses good problem-solving skills, the Senior Manager/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	Build professional partnerships across agencies to provide seamless social services
	Demonstrate corporate governance	Implement governance policies and procedures for the centre
		Conduct audits on service quality to ensure compliance with policies
	Maintain operational efficiency in line with strategic objectives	Support the communication of the agency's vision, values and mission within the team
		Develop workplan for the centre or department, in alignment with agency goals
		Implement changes to priority service areas for the centre or department
		Oversee implementation of operational strategies for the centre or department
		Lead resolution of operational issues within the centre or department
		Develop service standards, performance indicators and operating guidelines for the centre or department
		Oversee the implementation of programmes and services for the centre or department
	Develop organisational capability for service delivery	Assess capability gaps within the team
		Oversee implementation of professional development programmes for the team
Manage resources	Monitor the use of resources across services	
	Highlight recommendations for deployment of resources to fulfil the needs of the centre	
	Draft funding proposals for the delivery of services	
Skills & Competencies	Technical Skills & Competencies	Generic Skills & Competencies

	Change Management	Level 4	Communication	Advanced
	Corporate Governance	Level 4	Decision Making	Intermediate
	Department Performance Management	Level 4	Developing People	Intermediate
	Diversity Awareness and Management	Level 4	Problem Solving	Intermediate
	Emergency Response and Crisis Management	Level 4	Leadership	Intermediate
	Ethics, Values and Legislation	Level 4		
	Financial Management	Level 4		
	Manpower Planning	Level 4		
	People Management	Level 4		
	Quality and Audit Management	Level 4		
	Risk Management	Level 4		
	Social Sector Policy Influence	Level 4		
	Stakeholder Management	Level 4		
	Strategy Implementation	Level 4		
	Strategy Planning	Level 4		
	Trends Evaluation and Application	Level 4		
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			