

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - SENIOR ASSISTANT DIRECTOR / ASSISTANT DIRECTOR		
Sector	Social Service	
Track	Youth Work	
Sub-track	Management	
Occupation	Management Staff	
Job Role	Senior Assistant Director / Assistant Director	
Job Role Description	<p>The Senior Assistant Director / Assistant Director is an experienced professional role in the field of youth work management. He / She should be qualified and trained to assist the Director to review strategic initiatives, monitor corporate governance, manage resource, foster collaborations, and ensure efficient delivery of social service. He strategises and evaluates the organisation's operation, directs implementation of corporate policies, sets the standards of operational efficiency on service and administration levels, monitors volunteer management, initiates capability development programs, and builds community network by working with various community partners..</p> <p>A highly experienced management staff who possesses excellent interpersonal, communication, and management skills, the Senior Assistant Director / Assistant Director works in institutional settings, communities, voluntary welfare organisations (VWO) and hospitals.</p>	
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks
	Build professional partnerships and collaborations	Build network of professional partnerships across agencies to provide seamless social services
		Identify service gaps to address issues in social services arising from the national agenda and social issues
	Demonstrate corporate governance	Operationalise governance framework, policies and procedures for the centre
		Oversee audit on service quality to ensure compliance with policies
	Maintain operational efficiency in line with strategic objectives	Oversee the implementation of the agency's vision, values and mission within the team
		Develop workplans for agency in alignment with agency goals
		Operationalise changes to priority service areas for the centre or department
		Develop operational strategies for centre or department
		Lead resolution of operational issues across centre or department
		Review service standards, performance indicators and operating guidelines adopted by the centre or department
		Lead the evaluation of services rendered by the centre or department
	Develop organisation and capability for service delivery	Assess capability requirements to ensure the successful delivery of services provided by the centre or department
		Oversee implementation of professional development programmes within the centre or department
Manage resources	Manage the use of resources allocated	
	Operationalise strategies for deployment of resources to fulfil the needs of the centre	

	Review funding proposals for delivery of services			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 5	Communication	Advanced
	Corporate Governance	Level 5	Computational Thinking	Intermediate
	Department Performance Management	Level 5	Creative Thinking	Advanced
	Diversity Awareness and Management	Level 5	Decision Making	Advanced
	Emergency Response and Crisis Management	Level 5	Developing People	Advanced
	Ethics, Values and Legislation	Level 5		
	Financial Management	Level 5		
	Manpower Planning	Level 5		
	People Management	Level 5		
	Quality and Audit Management	Level 5		
	Risk Management	Level 5		
	Social Sector Policy Influence	Level 5		
	Stakeholder Management	Level 5		
	Strategy Implementation	Level 5		
	Strategy Planning	Level 5		
Trends Evaluation and Application	Level 5			
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			