

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - PROGRAMME COORDINATOR/PROGRAMME EXECUTIVE				
Sector	Social Service			
Track	Care and Programme			
Sub-track	Programme Management			
Occupation	Programme Staff			
Job Role	Programme Coordinator/Programme Executive			
Job Role Description	<p>The Programme Coordinator/Programme Executive conducts programmes to suit the needs of the clients and coordinates these programmes. He/She identifies areas of improvements in these programmes, implements quality control and compliance measures and develops information materials for distribution to clients and volunteers. He plans the manpower roster for each programme and guides volunteers in executing programme activities. He coordinates with other organisations to execute programmes, manages communications and feedback from stakeholders and conducts outreach activities to other organisations and the community.</p> <p>A resourceful, proactive, responsible and client-centric professional, the Programme Coordinator/Programme Executive works in various voluntary welfare organisations, communities and institutional settings.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage programmes	Key Tasks	
			Conduct programmes based on client needs	
			Conduct needs assessment to support development of programmes based on client needs	
			Provide programme updates to supervisor	
			Identify areas of improvements in programmes	
			Implement quality control and compliance procedures	
			Maintain daily records on progress of clients	
	Develop information materials for distribution to clients and volunteers			
	Manage manpower resources	Plan the manpower roster for programmes		
		Guide volunteers in executing programme activities		
	Build stakeholder relationships	Coordinate with other organisations for the execution of programmes		
		Manage communications and feedback from stakeholders		
		Conduct outreach activities to target client group, other organisations and the community		
Support development of community outreach plan to other organisations and the community				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Collaborative Practices Across Disciplines and Sectors	Level 2	Communication	Intermediate
	Diversity Awareness and Management	Level 2	Teamwork	Basic
	Ethics, Values and Legislation	Level 2	Interpersonal Skills	Basic
	Social Sector Policy Influence	Level 3	Problem Solving	Basic

	Social Service Programme Development	Level 2	Service Orientation	Basic
	Social Service Programme Evaluation	Level 2		
	Social Service Programme Implementation	Level 2		
	Stakeholder Management	Level 2		
	Trends Evaluation and Application	Level 2		
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			