

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - MANAGER/ASSISTANT MANAGER				
Sector	Social Service			
Track	Psychology			
Sub-track	Management			
Occupation	Management Staff			
Job Role	Manager/Assistant Manager			
Job Role Description	<p>The Manager/Assistant Manager contributes to the development of the annual work plan and assists in quality improvement projects. He/She conducts audits on the department's operations and processes. He also supports the implementation of policies, processes and standards for the conduct of new psychological treatments and practices. He assists in the development of training plans for continuing education programmes. He also maintains clinical resources, inventories and records. He supervises and manages junior officers in operational and/or research matters.</p> <p>An independent individual who is proactive and possess good collaborative skills, the Manager/Assistant Manager works in varied settings such as public and private institutions, hospitals, healthcare organisations and voluntary welfare organisations.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage department operations	Provide inputs for the development of the annual work plan		
		Provide input for the development of delivery structures and processes to execute programmes and initiatives		
		Manage clinical resources, inventories and records		
	Manage manpower resources	Evaluate training and learning needs of staff		
		Coach entry-level staff		
		Manage performance of the team and progress in meeting Key Performance Indicators (KPIs)		
		Monitor the workload of the team		
		Manage staff well-being and engagement activities		
	Drive compliance and risk management activities	Conduct risk mitigation activities		
		Provide support for conducting audits on department systems, processes and operations		
	Drive client care and service excellence initiatives	Identify opportunities for improvement in policies and processes for client care and services		
		Provide support for the implementation of operational strategies, policies and processes for client care and services		
		Provide inputs for the development of new psychological programmes and initiatives		
Provide inputs for the development of quality improvement projects to enhance clinical innovations, programmes and evidence-based practices				
	Monitor client outcomes and satisfaction			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Change Management	Level 4	Interpersonal Skills	Intermediate
	Corporate Governance	Level 4	Communication	Intermediate

	Department Performance Management	Level 4	Teamwork	Basic
	Diversity Awareness and Management	Level 4	Problem Solving	Intermediate
	Emergency Response and Crisis Management	Level 4	Service Orientation	Intermediate
	Ethics, Values and Legislation	Level 4		
	Financial Management	Level 4		
	Manpower Planning	Level 4		
	People Management	Level 3		
	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 3		
	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			