

<b>SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - ASSISTANT DIRECTOR/SENIOR MANAGER</b>		
<b>Sector</b>	<b>Social Service</b>	
<b>Track</b>	<b>Psychology</b>	
<b>Sub-track</b>	<b>Management</b>	
<b>Occupation</b>	<b>Management Staff</b>	
<b>Job Role</b>	<b>Assistant Director/Senior Manager</b>	
<b>Job Role Description</b>	<p>The Assistant Director/Senior Manager assists in the department's operations and ensures delivery of psychological services in accordance with operational strategies, policies and standards. He/She assists in budget planning and contributes to the development of the annual work plan for the department. He leads quality improvement projects to enhance psychological programmes and practices and develops training plans for continuing education programmes. He also supervises and manages junior officers.</p> <p>An experienced management staff with strong team management and problem-solving skills, the Assistant Director/Senior Manager is resourceful and practical in his approach and works in varied settings such as public and private institutions, hospitals, healthcare organisations and voluntary welfare organisations.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Manage department operations	Review feedback and findings to support strategic development
		Provide inputs for the development of the annual work plan
		Monitor the budget of the project or team
		Develop delivery structures and processes to implement programmes and initiatives
		Oversee management of clinical resources, inventories and records
		Collaborate with direct practice practitioners to manage the provision of psychological services
	Manage manpower resources	Provide support for the recruitment, selection and assessment of staff
		Develop training plans and departmental continuing education programmes
		Coach staff
		Manage performance of the team and progress in meeting Key Performance Indicators (KPIs)
		Monitor the workload of the team
		Plan manpower rostering
		Manage staff well-being and engagement activities
	Drive compliance and risk management activities	Monitor risk management activities
		Lead audits on department systems, processes and operations
Implement policies, procedures and clinical standards		
Drive client care and service excellence initiatives	Evaluate operational strategies, policies and processes for client services for improvements	
	Implement operational strategies, policies and processes for client services	

		Develop new psychological programmes and initiatives		
		Lead quality improvement projects to enhance clinical innovation, programmes and evidence-based practices		
		Monitor client outcomes and satisfaction		
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies</b>	
	Change Management	Level 4	Interpersonal Skills	Intermediate
	Corporate Governance	Level 4	Communication	Intermediate
	Department Performance Management	Level 4	Leadership	Intermediate
	Diversity Awareness and Management	Level 4	Problem Solving	Intermediate
	Emergency Response and Crisis Management	Level 4	Developing People	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			
<b>Programme Listing</b>	For a list of Training Programmes available for the Social Service sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/social-service">www.skillsfuture.sg/skills-framework/social-service</a>			