

**SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Advocacy					
TSC	Advocacy and Representation					
TSC Description	Advance the interests of the marginalised and/or vulnerable within the community regardless of mode of delivery					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			SSC-PPR-3001-1.1	SSC-PPR-4001-1.1	SSC-PPR-5001-1.1	SSC-PPR-6001-1.1
			Advocate for the needs of vulnerable and/or marginalised members and families in the community	Advance the interests of vulnerable groups within the community, through a range of activities	Facilitate the maintenance of rights and needs of clients within the broader rights and needs of the general community	Influence and contribute to policy development in the context of changing social and economic environments
Knowledge			<ul style="list-style-type: none"> • Social work theories, models and methods for working with individuals, groups and communities • Principles that balance the rights of individuals, groups and communities with the interests of society and requirements of practice • Theories and methods of promoting personal, social and emotional well being • Options available to clients to meet their collective needs • Community resources and organisations to work with • Legislation, regulations and policies specific to the sector • Contemporary issues and trends in the society 	<ul style="list-style-type: none"> • Theories of organisations, group behaviour and organisational change • Principles and practices of advocacy activities • Communication techniques that are effective for enlisting support for change 	<ul style="list-style-type: none"> • Social, economic, industrial policies and related theories • Community consultation and decision making processes • Knowledge of particular groups and issues • Power structures and relationships in the community • Networks and resources that can assist with advocacy • Advocacy strategies and existing communication channels • Different platforms to promote issues and campaigns • Current and emerging demographic and social trends 	<ul style="list-style-type: none"> • Holistic collaboration and advocacy platforms • Relevance of organisation's services in meeting varied needs of individuals, families and group • Evidence-based advocacy methodologies

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<p>Abilities</p>			<ul style="list-style-type: none"> Plan and undertake consultations with clients to identify and describe issues of concerns Define advocacy scope, processes and conditions in consultation with clients Identify individuals and organisations who may offer partnership in the advocacy roles 	<ul style="list-style-type: none"> Identify advocacy skills of individuals within a group Develop appropriate organising structures, such as committees and networks, to support advocacy activities Initiate collaborative activities for advocacy Create opportunities where interests can be represented and where key decision makers will participate Monitor the effectiveness of advocacy and representation strategies Make adjustments to advocacy strategies according to evaluation feedback 	<ul style="list-style-type: none"> Conduct research of the scope of advocacy required Conduct interviews and meetings with individuals and groups to determine the need for advocacy and representation Identify and deliver training and skill development required to support delivery of advocacy Initiate pilots to gather evidence for the purpose of advocating for policy change Adopt appropriate strategies to negotiate and influence changes in social service practice Plan and create opportunities where interests can be represented and where key decision makers can participate Plan and participate in public meetings and events that can be used to promote advocacy issues Provide content for press releases and other materials for advocacy purposes Develop advocacy frameworks for different groups of people 	<ul style="list-style-type: none"> Identify and analyse gaps in policies in context of changing social trends Recommend evidence-based solutions to policy-makers to close gaps in policies Reach out to key decision makers and others with influence to influence policy-making through feedback and advocacy Develop close working relationships and form networks with stakeholders who can assist in advocacy
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