

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

TSC Category	Casework					
TSC	Casework Intervention					
TSC Description	Provide systematic approaches to casework interventions					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-PPR-2003-1.1	SSC-PPR-3003-1.1	SSC-PPR-4003-1.1	SSC-PPR-5003-1.1	SSC-PPR-6003-1.1
		Support the implementation of casework interventions	Implement appropriate casework interventions	Facilitate appropriate casework intervention approaches	Drive innovative efforts in intervention strategies for the organisation or sub-sector level	Drive best practices in casework interventions at the national level
Knowledge		<ul style="list-style-type: none"> Approaches for casework interventions Ethics of social work Legal provisions and resources Principles of confidentiality, privacy and informed consent Organisation's standards of care and protocols for responding to crisis situations Types of social services and programmes Casework reporting requirements and documentation Case review and closure procedures 	<ul style="list-style-type: none"> Casework intervention processes Multi-disciplinary collaboration Roles and responsibilities of case worker Ethics relating to casework interventions Report writing for social work Organisation's standards of care and protocols for responding to crisis situations Facilitation techniques Support groups and mechanisms Experiential and interactive counselling approaches and practices Ethics related to counselling 	<ul style="list-style-type: none"> Specialised theories and techniques of casework intervention Casework supervision Networks of social services and programmes Techniques for assessing effectiveness of counselling Specialised counselling techniques 	<ul style="list-style-type: none"> Emerging practice approaches in casework intervention Multiple domains in relation to casework Stakeholder management and partnership Organisational quality relating to casework documentation 	<ul style="list-style-type: none"> Practice standards for casework interventions New developments, current trends and emerging needs in casework interventions

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<p>Abilities</p>		<ul style="list-style-type: none"> • Recognise roles and responsibilities of a case worker to clients • Support crisis management in accordance to organisation's policies and procedures • Explain relevant services provided by the organisation to clients • Apply probing techniques to determine underlying issues faced by clients • Apply principles and procedures for gaining informed consent • Apply counselling skills to interact with clients • Coordinate discharge plans of clients and documentation of case closure 	<ul style="list-style-type: none"> • Choose strategies to formulate viable plans for clients • Apply conflict resolution techniques • Collaborate in intra-case conferences • Take appropriate actions to manage ethical dilemmas, escalating to supervisors as appropriate • Write social reports • Manage crisis situations in accordance to policies and procedures • Conduct closure of cases upon achieving sustainable service outcomes for clients • Obtain resources to deliver casework interventions • Implement appropriate counselling techniques with individuals and families 	<ul style="list-style-type: none"> • Adapt casework intervention techniques for cases • Supervise implementation of casework interventions • Lead case conferences • Equip team with skills and resources to respond to crisis • Endorse social reports and other documents for high-risk cases • Mobilise community resources for intervention • Apply specialised counselling techniques in specific cases 	<ul style="list-style-type: none"> • Lead the use of new and emerging approaches in casework interventions • Formulate relationships with external organisations to support intervention strategies • Lead delivery of interventions in multiple domain knowledge • Lead high-risk case conferences in domain areas • Evaluate and standardise the quality of social reports within the organisation • Review organisation's counselling frameworks and standards against outcome measures 	<ul style="list-style-type: none"> • Analyse emerging trends in casework practice for holistic intervention • Establish documentation and platforms for knowledge dissemination of best practices • Foster partnerships with stakeholders to support implementation of intervention plans across sector • Oversee staff capabilities to respond to crisis situations • Review existing crisis management plans to identify ways to improve casework in the organisation
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