

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

TSC Category	Group Work					
TSC	Group Work Evaluation					
TSC Description	Evaluate group work processes and specialised intervention strategies for quality and effectiveness of outcomes					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-PPR-2005-1.1	SSC-PPR-3005-1.1	SSC-PPR-4005-1.1	SSC-PPR-5005-1.1	SSC-PPR-6005-1.1
		Support the evaluation of group work outcomes and processes	Implement appropriate frameworks to evaluate group work outcomes and processes	Adapt evaluation frameworks to evaluate group work outcomes and processes	Drive efforts for effective evaluation of group work outcomes and processes	Promote adoption of best practices and improvements in group work practice in relevant professions
Knowledge		<ul style="list-style-type: none"> Methods for data collection and analysis for group work Organisational guidelines, regulations and legislation impacting data collection 	<ul style="list-style-type: none"> Evaluation principles, methods and frameworks for group work Organisational guidelines, regulations and legislation impacting evaluation of group work Group dynamics and behaviours 	<ul style="list-style-type: none"> Research techniques Protocols and requirements for data management record keeping and reporting Principles and practices of benchmarking for group work Basic statistical knowledge 	<ul style="list-style-type: none"> New developments, trends and emerging needs in group work Standards of practice in group work 	<ul style="list-style-type: none"> New developments, trends and emerging needs in the social service sector Sector and organisational policies relating to group work Stakeholders and networks within the sector
Abilities		<ul style="list-style-type: none"> Provide administrative support for the collection of feedback for group works Provide inputs to optimise group work outcomes Collect feedback on group work activities Suggest improvements to group work activities 	<ul style="list-style-type: none"> Monitor and modify group work to address issues of target groups Evaluate group work outcomes with internal and external stakeholders Analyse data for potential gaps and improvements in group work Document evaluation and improvements in reports 	<ul style="list-style-type: none"> Select appropriate evaluation methods to collect and analyse data Review feedback and data from group work participants Conduct regular reviews of group work processes and outcomes Set benchmarks relevant to group work Implement evaluation system and outcome reporting for group work framework Implement work processes that support continuous improvement in group work Track outcomes of group work 	<ul style="list-style-type: none"> Identify contemporary developments in the field of group work Translate research findings into improvements for group work interventions Synergise or align organisation's group work interventions with best practices Guide professionals in understanding group work evaluation approaches Design processes to monitor achievement of planned group work outcomes Provide feedback to professionals when expected outcomes of 	<ul style="list-style-type: none"> Integrate new developments and best practices to improve group work Influence key stakeholders to drive adoption of best practices in group work Address systemic barriers to adoption of best practices in group work Set up systems and processes to facilitate adoption of best practices in group work

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				<ul style="list-style-type: none"> Review evaluation reports for group work 	<p>group work are not achieved</p> <ul style="list-style-type: none"> Develop approaches to track and evaluate group work outcomes Review benchmarks relevant to group work 	
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