

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

TSC category	Professional Practice					
TSC	Collaborative Practices Across Disciplines and Sectors					
TSC description	Understand services, contributions and perspectives from other organisations, settings, disciplines and professionals, and apply integrated approaches to deliver interventions to clients					
TSC proficiency description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-PPR-2007-1.1	SSC-PPR-3007-1.1	SSC-PPR-4007-1.1	SSC-PPR-5007-1.1	SSC-PPR-6007-1.1
		Participate in collaborative practices to provide integrated approaches in interventions to clients	Implement collaborative practices to provide integrated approaches in interventions to clients	Supervise collaborative practices for the team to provide integrated approaches in interventions to clients	Oversee collaborative practices in the organisation to provide integrated approaches in interventions to clients	Drive collaborative practices in the sector to provide integrated approaches in interventions to clients
Knowledge		<ul style="list-style-type: none"> Techniques for working with other services, professionals and volunteers Types of collaborative practices Roles and functions of professionals and stakeholders Social service sector networks and forums Principles and applications of professional and ethical conduct Procedures to document and report workplace operations of collaborative teams 	<ul style="list-style-type: none"> Social service sector networking procedures Sources of current and relevant research, information and ideas from collaborative networks Techniques to document networking and resource sharing activities with collaborative networks Various styles and methods of communication Social service sector referral processes Methods for developing professional relationships with social service professionals Principles of collaborative practice Conflict resolution techniques 	<ul style="list-style-type: none"> Procedures and tools for collaborative team research projects Methods to contribute in high-risk case conferences in collaborative settings Techniques to develop processes and procedures to facilitate collaboration Goal setting techniques for collaborative teams Techniques to drive the multidisciplinary teams to work cooperatively to achieve goals Resource allocation for the multidisciplinary teams 	<ul style="list-style-type: none"> Techniques to review the roles and functions of teams Collaborative practices evaluation criteria and methods Overall functioning of the collaborative teams in the organisation Channels to propose changes to guidelines at the organisational level to facilitate collaboration Negotiation techniques 	<ul style="list-style-type: none"> Networking strategies for engaging key stakeholders Techniques to drive development and implementation of collaborative programmes Strategies for integrating community-wide programmes and best practices that involve different social service providers
Abilities		<ul style="list-style-type: none"> Liaise with other services and social service professionals Contribute to the goals, objectives and activities of the collaborative teams or network Recognise the different multidisciplinary roles of 	<ul style="list-style-type: none"> Contribute in intra-case conferences as part of collaborative teams Assess current and relevant research, information and ideas from collaborative teams or networks Conduct referral processes 	<ul style="list-style-type: none"> Engage in collaborative team research projects Facilitate or lead high-risk case conferences Develop processes and procedures to operate as collaborative teams Develop goals, objectives and expectations for collaborative teams 	<ul style="list-style-type: none"> Identify opportunities for collaborative practices Establish evaluation criteria to measure the effectiveness of teams Evaluate the effectiveness of the collaborative teams, networks or systems and make recommendations to 	<ul style="list-style-type: none"> Build and leverage on networks with other professionals outside the community Plan integrated care and case plans for clients with multi-faceted issues that require interventions delivered across settings

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

		<p>social service professionals</p> <ul style="list-style-type: none"> • Implement common goals for the collaborative teams • Document and retain workplace operations of collaborative teams 	<ul style="list-style-type: none"> • Develop professional relationships with multidisciplinary professionals • Establish common goals for multi-disciplinary teams • Contribute to social service sector forums • Establish positive working relationships with people in collaborative teams • Deal with disagreements and conflicts in professional relationships • Facilitate networking, cross-training and resource-sharing activities for collaborative teams • Facilitate information exchange within collaborative teams to deliver care or case plans 	<ul style="list-style-type: none"> • Collaborate with or lead collaborative team members to achieve common goals • Facilitate or lead collaborative teams in work practices • Allocate resources to facilitate team collaboration • Implement data collection procedures to obtain information relevant to the measuring of team effectiveness • Lead case conferences as part of multidisciplinary teams 	<p>improve team effectiveness</p> <ul style="list-style-type: none"> • Implement organisational frameworks to support collaborative practices • Review and propose changes to guidelines at the organisational level to facilitate collaborative practices 	<ul style="list-style-type: none"> • Foster partnerships with social service sector stakeholders to support the successful execution and integration of intervention plans across the sector and settings • Oversee the development of sector-wide and collaborative programmes and best practices • Develop cross-settings and cross-agencies programmes for implementation by various social service providers • Integrate community-wide programmes and best practices that involve different social service providers
--	--	---	---	--	--	---