

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

TSC category	Programme Development and Implementation					
TSC	Social Service Programme Development					
TSC description	Develop social service programmes using intervention concepts and frameworks that serve the needs of the clients and community					
TSC proficiency description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-PMT-2022-1.1	SSC-PMT-3022-1.1	SSC-PMT-4022-1.1	SSC-PMT-5022-1.1	SSC-PMT-6022-1.1
		Assist in the development and planning of social service programmes	Develop and plan social service programmes	Lead development of social service programmes	Set directions for the development of social service programmes within a domain of expertise	Drive development of national and sector-wide programmes across settings, social service agencies or organisations
Knowledge		<ul style="list-style-type: none"> Types of programmes available within the social service sector Types of client issues Principles for programme development Methods to conduct environmental scans for programmes within the social service sector Workplace safety and health practices 	<ul style="list-style-type: none"> Support needs of clients and community stakeholders Research and evidence-based approaches Methods for programme development Methods for client needs assessment Inclusive practices and their impact on service provisions Available community resources and/or funding schemes Methods to determine resources required for programmes Strategies for programme promotion and publicity Legislation relevant to social service programmes Client-centred service principles and practices 	<ul style="list-style-type: none"> Community development frameworks, principles and models Support needs of clients or community stakeholders Client observation and needs assessment methods Trends and best practices in social service programmes Methods to adapt and incorporate programmes for development Relevant referral agencies, support services and networks to support programmes Methods to define and measure programme outcomes Strategies to engage programme stakeholders 	<ul style="list-style-type: none"> Emerging trends and best practices in programme development Processes for planning and implementing programmes Programme strategies, impact and sustainability Frameworks and methods for strategic planning for programmes 	<ul style="list-style-type: none"> Methods to integrate sector-wide programmes Sector-wide needs and considerations for programme development Types of sector-wide programmes and synergies between them Policy implications on programme development Consultation processes
Abilities		<ul style="list-style-type: none"> Identify range, types and functions of different social service programmes Identify clients' social, emotional, psychological and cultural needs 	<ul style="list-style-type: none"> Assess clients' social, emotional, psychological and cultural needs Define programme outcomes and methods to achieve them 	<ul style="list-style-type: none"> Conduct needs assessment for clients or community stakeholders Assess complexity of client needs and the scope of services or programmes to be provided 	<ul style="list-style-type: none"> Develop programme development strategies to ensure long term sustainability and impact Set up programme protocols and processes 	<ul style="list-style-type: none"> Outline key focus areas in programmes for development to address emerging needs and in different settings Advise on programme development and

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		<ul style="list-style-type: none"> • Suggest the range of activities to suit the needs of clients • Collect data to support environmental scanning to understand the existing client landscape, community needs and programmes available 	<ul style="list-style-type: none"> • Apply evidence-based approach to developing programmes • Incorporate inclusive practices and cultural and social considerations of client groups into programme development • Identify and tap on appropriate community resources and/or funding schemes • Conduct environmental scanning on the existing client landscape, community needs and programmes available • Coordinate needs assessment with other social service professionals • Determine manpower, resources and training required for delivering programmes • Plan publicity for programmes 	<ul style="list-style-type: none"> • Assess community profile, strengths and needs to support community development • Define data collection processes and outcome measures of programmes • Apply relevant principles, frameworks and best practices in developing social service programmes • Determine allocation of resources for programmes • Adapt and incorporate best practices and trends in programmes • Pilot and refine service and programme parameters to ensure successful implementation • Build collaborations/partnerships with agencies, funders/sponsors and stakeholders in the social service sector for community development and re-integration 	<p>to respond to emerging needs</p> <ul style="list-style-type: none"> • Identify and adapt best practices for programme development • Set strategic direction to measure outcomes and programme evaluation methods • Contribute to programme development within a domain of expertise 	<p>integration across different settings</p> <ul style="list-style-type: none"> • Integrate programme development across other programmes available in the sector
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