

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

TSC category	Programme Development and Implementation					
TSC	Social Service Programme Evaluation					
TSC description	Evaluate the effectiveness of social service programmes in meeting the needs of the clients and communities					
TSC proficiency description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SSC-PMT-1023-1.1	SSC-PMT-2023-1.1	SSC-PMT-3023-1.1	SSC-PMT-4023-1.1	SSC-PMT-5023-1.1	SSC-PMT-6023-1.1
	Collect and document programme feedback and relevant data to support programme evaluation	Identify gaps and areas of improvements in social service programmes	Review gaps to improve on social service programme development	Evaluate effectiveness and relevance of social service programmes	Evaluate social service programmes and identify potential synergies across the organisation	Evaluate sector-wide and/or national social service programmes
Knowledge	<ul style="list-style-type: none"> • Observation and recording methods • Confidentiality protocols and requirements • Relevant data to be collected to support programme evaluation 	<ul style="list-style-type: none"> • Programme evaluation methods • Strengths and weaknesses of different programmes • Programme objectives and criteria • Range of programmes available within the social service sector 	<ul style="list-style-type: none"> • Programme evaluation criteria • Research and emerging trends in social service programmes • Planning considerations and documentation for programme evaluation • Best practices in programme development 	<ul style="list-style-type: none"> • Best practice benchmarks in social service programmes • Organisational policies and processes relating to programmes • Allocated resources and budgets for respective social service programmes • Current research and trends in social service programmes 	<ul style="list-style-type: none"> • Best practice benchmarks in social service programmes • Models of programmes and services delivered locally and overseas • Continuous improvement cycles and processes 	<ul style="list-style-type: none"> • Government initiatives within the community and social service sector • Policies relating to social service programmes • Methods for trend analyses • Benchmarking practices • Change management strategies

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<p>Abilities</p>	<ul style="list-style-type: none"> • Collect and document relevant data and feedback from social service professionals and social service programme stakeholders • Store collected data and feedback according to organisational procedures • Maintain confidentiality of client feedback and findings 	<ul style="list-style-type: none"> • Propose gaps and areas of improvement for social service programmes • Propose potential solutions to close identified gaps and areas of improvement • Propose areas of client needs that are currently outside the scope and capacity of the organisation to support findings 	<ul style="list-style-type: none"> • Use applicable criteria to evaluate programmes • Assess gaps and areas of improvements to adapt and modify programmes • Evaluate settings and environment to improve programmes • Determine needs for service provisions and planning for future developments • Propose improvements to programmes based on best practices 	<ul style="list-style-type: none"> • Analyse and validate evaluation outcomes defined in programme plans • Review relevance and alignment of programmes against programme plans • Recommend potential criteria for assessment of long-term impact of the programme based on research and trends • Provide programme review and feedback to other social service professionals working in the social service programme and programme stakeholders • Review relevance and alignment of programmes against programme plans and strategic objectives of the organisation • Review programme resources, budget and utilisation • Assess new developments in social service programmes based on research and trends to incorporate in organisation's programmes • Assess best practices and standards to improve programme development and implementation • Review and recommend improvements to organisational policies and processes that impact programmes 	<ul style="list-style-type: none"> • Establish evaluation processes for programmes • Define criteria to measure values and effectiveness of programmes • Review improvements to programme content, structures, outcomes, and work processes for future implementation across programmes in the organisation • Evaluate gaps and areas for improvement in programme evaluation • Determine synergies across programmes in the organisation for future implementation 	<ul style="list-style-type: none"> • Develop evaluation methodologies for programmes • Lead change or modifications to programmes across the sector • Assess effectiveness of policies in supporting programme development and delivery • Recommend improvements and changes to policies to ensure more effective programme delivery • Devise evaluation approach to collect and analyse data to meet the requirements of decision makers, funding organisations and other social service sector stakeholders • Consult relevant stakeholders to gather feedback to improve sector-wide and/or national programmes • Review performance trends of programmes and drive changes in sector-wide and/or national programmes
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