

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

<b>TSC Category</b>	Psychological Practice					
<b>TSC</b>	Practice Evaluation					
<b>TSC Description</b>	Evaluate current and emerging psychological services and initiatives for improvements, adaptations or adoption to advance professional practice					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>SSC-PPR-3013-1.1</b>	<b>SSC-PPR-4013-1.1</b>	<b>SSC-PPR-5013-1.1</b>	<b>SSC-PPR-6013-1.1</b>
			Identify gaps and areas of improvements to psychological services and models of care and service delivery	Review gaps and implement new or improvements in psychological services, models of care and service delivery, and technology	Lead development and implementation of new or improvements to psychological services, models of care and service delivery, and technology	Drive conceptualisation of new or improvements to psychological services, models of care and service delivery, and technology, and facilitate adoption in the organisation
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Existing and emerging psychological services and initiatives, and their impact on professional practice</li> <li>Strengths and limitations of psychological services and initiatives</li> <li>Methods to evaluate effectiveness of psychological services</li> <li>Principles and approaches of evidence-based practice</li> <li>Clinical governance framework for psychology</li> </ul>	<ul style="list-style-type: none"> <li>Methods to critically examine intervention progress and outcomes</li> <li>Best practices and trends in service delivery in local and international contexts</li> <li>Support needs of various client groups</li> <li>Principles and practices of quality improvement programmes and services</li> <li>Current organisational structures, documentation, systems and processes</li> </ul>	<ul style="list-style-type: none"> <li>New or emerging approaches to psychological services, models of care and service delivery and technology</li> <li>Methods to adapt psychological services, models of care and service delivery into local contexts</li> <li>Knowledge-sharing practices and platforms</li> <li>Clinical governance principles and practices, professional practice and ethical guidelines</li> <li>Organisation change management processes</li> <li>Interplay of various theories and cultural contexts in multidisciplinary or transdisciplinary approaches to service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Changes in social, cultural and political perspectives on psychological services and models of care and service delivery</li> <li>Legislative and policy requirements by government agencies, professional and international associations in the design and delivery of new psychological services</li> <li>Methods for obtaining sponsorship or funding to support development of psychology services</li> </ul>
<b>Abilities</b>			<ul style="list-style-type: none"> <li>Assess appropriateness and effectiveness of psychological services based on evidence-based practices and approaches</li> </ul>	<ul style="list-style-type: none"> <li>Utilise established outcome measures to evaluate effectiveness of models of care and service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Assess the structure, processes and outcomes of the psychological services and models of care and service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Review legal policies and frameworks within social sector to assess the potential implications on new psychological services, models of care</li> </ul>

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			<ul style="list-style-type: none"> <li>• Identify strengths, limitations, and gaps in psychological services and initiatives</li> <li>• Utilise client feedback for programme evaluation</li> <li>• Translate the strengths, limitations, gaps and client feedback on psychological services into potential adaptations for improvements</li> <li>• Adhere to clinical governance</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse improvements and gaps in psychological services and service delivery models</li> <li>• Monitor processes and outcomes of psychology services according to service objectives</li> <li>• Implement changes in organisational structures, documentation, systems and processes for new or improvements to services and delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate validity and reliability of new models of care and technology for adoption into local context</li> <li>• Determine implementation considerations for adoption of new psychological services, models of care and service delivery and technology</li> <li>• Lead development or adaptation of organisational structures, documentation, systems and processes for implementation of new or improvements in services and delivery</li> <li>• Address challenges in adopting alternative or new models of care and delivery and technology</li> <li>• Monitor clinical governance within the organisation or sector to ensure adherence</li> </ul>	<p>and service delivery and technology</p> <ul style="list-style-type: none"> <li>• Define the approaches and criteria to evaluate the potential effectiveness and value of the new approaches and models to care and technology</li> <li>• Assess applicability and adaptability of new or emerging psychological services in the local context</li> <li>• Drive adaptation or adoption of new psychological services, models of care and service delivery and technology</li> <li>• Advocate clinical governance within the organisation or social sector</li> </ul>
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