

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

<b>TSC Category</b>	Social Policy					
<b>TSC</b>	Social Policy Evaluation					
<b>TSC Description</b>	Evaluate existing social policies to determine currency, relevance and alignment to national priorities and social needs					
<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-POL-3003-1.1</b>	<b>SSC-POL-4003-1.1</b>	<b>SSC-POL-5003-1.1</b>	<b>SSC-POL-6003-1.1</b>
			Support evaluation of existing social policies through data collection	Evaluate existing social policies to ensure alignment to national priorities and needs	Oversee evaluation of existing social policies in collaboration with key stakeholders	Drive social policy evaluation frameworks to ensure alignment to strategic direction and original intent of the policy
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Methods and tools for data collection</li> <li>• Organisational guidelines for data collection</li> <li>• Communication techniques for feedback collection</li> <li>• Confidentiality and privacy requirements for collection, analysis and storage of data</li> <li>• Procedural protocols for data collection processes</li> <li>• Basic data analysis techniques</li> <li>• Data storage requirements</li> <li>• Ethical evaluation frameworks</li> <li>• Social policy evaluation techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Current social policies in social service sector</li> <li>• Current emerging trends in social service sector</li> <li>• Methods of evaluation frameworks</li> <li>• Measures of performance indicators of policies</li> <li>• Research techniques for social policy reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Current trends in the provision of social services</li> <li>• Local and international policies relating to social service sector</li> <li>• National legislation relating to social service sector</li> <li>• Roles and responsibilities of government and key stakeholders</li> <li>• Consultation methods to be used across settings to facilitate social policy evaluation</li> <li>• Professional knowledge relating to social policy evaluation</li> <li>• Professional knowledge of domain areas</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic planning principles and approaches</li> <li>• Quality assurance relating to intent of social policies</li> <li>• National legislation relating to social service sector</li> <li>• Direction of public policy for social and community services</li> <li>• Strategic objectives for lead agency</li> <li>• Context and relationship of client issues to community, society and government policies</li> <li>• Rationale underpinning social policies</li> </ul>
<b>Abilities</b>			<ul style="list-style-type: none"> <li>• Identify data requirements to support evaluation of policies</li> <li>• Follow organisational guidelines on collecting data</li> <li>• Support facilitation of feedback collection from stakeholders regarding existing social policies</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct reviews of existing social policies in accordance to organisational frameworks</li> <li>• Identify current trends in society that may impact social policies</li> <li>• Articulate impact of current trends in society</li> </ul>	<ul style="list-style-type: none"> <li>• Determine the outcomes of international social policies regarding current social issues and their applicability to the local context</li> <li>• Provide consultation to relevant stakeholders regarding future social policy development</li> </ul>	<ul style="list-style-type: none"> <li>• Align strategic direction to intent of social policies when evaluating policies</li> <li>• Review effectiveness of policy evaluation framework</li> <li>• Establish evaluation system to monitor effectiveness of current social policy frameworks</li> </ul>

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			<ul style="list-style-type: none"> <li>• Assist in planning data collection process based on evaluation frameworks</li> <li>• Maintain confidentiality requirements when collecting data and feedback</li> <li>• Support in the organisation of information collected</li> <li>• Support development of social policy statements, action plans and projects to address identified needs</li> <li>• Communicate social policy evaluation findings with relevant stakeholders</li> </ul>	<p>on social policies to senior management</p> <ul style="list-style-type: none"> <li>• Identify international social policies for dealing with current social issues</li> <li>• Analyse evaluation data to identify deficiencies between current and desired performance and outcomes to identify gaps in social policies</li> <li>• Monitor effectiveness of current social policies</li> </ul>	<ul style="list-style-type: none"> <li>• Lead the monitoring of effectiveness of current social policies</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate with relevant stakeholders to develop strategies to address gaps in social policies</li> <li>• Lead formal meetings to develop social policy statements, action plans and projects to address identified needs</li> <li>• Initiate communication of findings of social policy evaluation with the public</li> </ul>
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