

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

TSC Category	Youth Engagement and Development					
TSC	Mentoring for Youths					
TSC Description	Provide guidance to youths to facilitate their holistic development					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-CAR-2010-1.1	SSC-CAR-3010-1.1	SSC-CAR-4010-1.1	SSC-CAR-5010-1.1	
		Support the implementation of appropriate mentoring approaches to help youths plan for their future	Implement appropriate mentoring approaches to help youths plan for their future	Review organisation mentoring frameworks and guidelines against outcome measures	Lead the developmental efforts in improving the effectiveness of mentoring services offered by the organisation	
Knowledge		<ul style="list-style-type: none"> Ethical guidelines relating to mentoring Mentoring techniques Career planning approaches and guidelines Singapore education system and education pathways Communication techniques that develop trust and respect Organisation's mentoring guidelines Role of youth mentor 	<ul style="list-style-type: none"> Principles and practices of mentoring youths Available resources linked to career opportunities Current trends in youth culture Goal setting for youths Working with volunteer mentors Organisational policies and procedures for mentoring services 	<ul style="list-style-type: none"> Approaches for reviewing effectiveness of mentoring External community resources which may be beneficial to youths Referral procedures for further support Evaluation tools and methods 	<ul style="list-style-type: none"> Best practices used in mentoring that have achieved success Current, new and emerging trends relating to mentoring youths 	
Abilities		<ul style="list-style-type: none"> Identify youths who may require mentoring and additional support Build rapport and trust with youths Apply probing techniques to determine underlying issues faced by youths Support mentoring efforts to help youths reach self-determined goals 	<ul style="list-style-type: none"> Analyse needs of youths to determine appropriate mentoring approaches and resources available to help youths Establish trust and build mentor relationships with the identified youth Determine the interest of youths and assist youths to set personal goals Provide guidance and information to youths in different areas Apply techniques to help youths understand and clarify their views, learn 	<ul style="list-style-type: none"> Review organisation's mentoring frameworks and guidelines against outcome measures Facilitate mentoring sessions with youths from various background Facilitate collaboration opportunities between partners for mentoring Review referred cases for further escalation to get additional support for youths Review ethical guidelines relating to mentoring 	<ul style="list-style-type: none"> Lead evaluation efforts to improve mentoring services offered by organisation Incorporate best practices to current mentoring programmes Build relationships with partners to support the mentoring programmes offered by the organisation Report on the benefits and outcomes of the mentoring arrangement in accordance with 	

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			<p>how to reach self-determined goals and resolve emotional or interpersonal problems</p> <ul style="list-style-type: none"> • Support youths in exploring opportunities for personal development • Monitor progress of development and document according to organisational procedures • Enable youths to find external community resources • Review cases requiring referrals for further support 	<ul style="list-style-type: none"> • Evaluate mentoring effectiveness and provide feedback to mentors 	<p>organisation's policies and procedures</p>	
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