

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

TSC Category	Youth Engagement and Development					
TSC	Youth Outreach					
TSC Description	Interact and engage with youths in diverse settings through platforms and activities that interest them					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		SSC-CAR-2012-1.1	SSC-CAR-3012-1.1	SSC-CAR-4012-1.1	SSC-CAR-5012-1.1	
		Support the implementation of organisation's youth outreach plans by reaching out to youths	Implement the organisation's youth outreach plans to engage and offer adequate help and support to youths	Develop organisation's youth outreach plans to enable more youth to benefit from the organisation's programmes and services	Lead the development of organisation's youth outreach plans to enable more youths to benefit from the organisation's programmes and services	
Knowledge		<ul style="list-style-type: none"> • Current youth trends • Organisation's outreach plans • Communication methods to promote the services of the organisation • Legislation relating to youth outreach • Youth outreach principles and practices • Roles, responsibilities of youth outreach team • Protocols of working with youths • Organisational policies, guidelines and processes when conducting outreach plans • Confidentiality and privacy matters relevant to youth outreach • Range of settings for youth outreach programmes 	<ul style="list-style-type: none"> • Current practices in youth outreach • Dynamics and approaches involved in engaging youths through various platforms • Legislation relating to youth outreach plans • Youth outreach delivery methodologies • Community resources and services • Latest technologies and platforms to engage youths 	<ul style="list-style-type: none"> • Current and emerging trends relating to youth outreach 	<ul style="list-style-type: none"> • Leading research and best practices in outreach efforts that have achieved success in the field • Implications of global changes on youth outreach service delivery • Community partnerships 	
Abilities		<ul style="list-style-type: none"> • Build positive and trusting relationships with youths • Identify common topics of interest to engage youths in conversations 	<ul style="list-style-type: none"> • Deploy support resources to help youths in resolving their problems and difficulties • Engage youths and community members to 	<ul style="list-style-type: none"> • Identify local and international issues, developments and practices impacting youth outreach service delivery 	<ul style="list-style-type: none"> • Lead environment scanning to identify emerging trends and practices • Drive development of outreach policies for the organisation 	

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		<ul style="list-style-type: none"> • Apply understanding of contemporary youth culture in engagements with youths • Apply organisational procedures for working with youths and families • Comply with youth outreach principles and practices in relation to duty of care to the clients • Use appropriate technologies to engage youths • Select materials and equipment to support youth outreach plans 	<p>promote utilisation of services</p> <ul style="list-style-type: none"> • Identify and adapt applications of latest technology to youth outreach plans • Develop improvements to existing outreach plans • Adapt plans to meet changing needs and circumstances of youths • Network with other community organisations to maximise opportunities for youths to access programmes • Implement plans to meet changing needs and circumstances of youths 	<ul style="list-style-type: none"> • Develop plans for reviews and evaluation of existing outreach plans • Obtain resources to deliver services and programmes in youth outreach plans • Facilitate collaboration opportunities with other organisations to help youths • Review effectiveness of use of latest technology in youth outreach 	<ul style="list-style-type: none"> • Develop outreach plans for the organisation based on best practices and advances in youth outreach work • Guide community partners in shaping policies that promote the well-being of youths • Drive collaboration efforts with other organisations to develop outreach programmes • Promote the cause served by the organisation through community partnerships 	
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