

Launch of Skills Framework for Social Service at Social Service Institute Graduation & Awards Ceremony 2019

- *Skills Framework for Social Service guides new entrants and in-service professionals to make informed decisions on career choices and skills upgrading*

SINGAPORE 12 January 2019 – The Skills Framework for Social Service was launched at the annual Social Service Institute (SSI) Graduation & Awards Ceremony, during which certificates, diplomas, scholarships and awards were presented to 219 entry level and mid-career professionals, sector leaders and domain experts.

2. Launched by **Guest of Honour, Minister of State for Social and Family Development and Foreign Affairs, Mr Sam Tan**, the Skills Framework for Social Service is a key initiative in government's efforts to enhance career and professional development pathways. The framework provides key information on the sector, career pathways, occupation/job roles, as well as existing and emerging skills and competencies required. It has identified five career tracks – social work, youth work, psychology, early intervention teaching, and care and programme – covering 60 job roles. These career tracks enable professionals to better plan their career progression. The framework also outlines emerging trends in the social service sector that include demand for more integrated service delivery, technology disruptions, shifting demographics, and increased use of data and research.

3. The Skills Framework for Social Service is jointly developed by the Ministry of Social and Family Development (MSF), National Council of Social Service (NCSS), SkillsFuture Singapore (SSG) and Workforce Singapore (WSG), in partnership with employers, industry associations, education and training providers and sector professionals.

4. Minister of State Mr Sam Tan, said, "The framework will help individuals and employers in our sector identify key skills and competencies necessary to stay future-ready and well-equipped to better help those in need".

5. Chief Executive of SSG, Mr Ng Cher Pong, said, "The Skills Framework for Social Service enables existing professionals and new entrants to easily identify the skills required and the

relevant training programmes to build these skills. It also provides important information for the students graduating today to help them better understand the sector, as well as the skills and competencies required for the various job roles. This will guide them in planning their careers and skills development.”

6. The Skills Framework for Social Service will benefit social service professionals in the sector, including new graduands from SSI. Among this year’s graduands are 50 recipients of the Singapore Workforce Skills Qualifications (WSQ) Advanced Certificate in Social Service (ACSS) and the SSI Diploma in Social Service (DSS) who will join the sector as social service assistants. There are another 61 graduates of the WSQ Diploma in Social Service programme, who will contribute to the sector as social work associates. All these certifications are nationally recognised. For example, **graduands of the WSQ Diploma will gain exemptions from modules under the Bachelor of Social Work offered by the Singapore University of Social Sciences (SUSS).**

7. Awards and scholarships given out at the graduation ceremony include the Social Service Award (SSA), Singapore Industry Scholarship (SGIS) and the Social Service Scholarship (SSS). Recipients will pursue either Bachelor or Master degrees at various tertiary institutions that include the National University of Singapore, National Institute of Education, Singapore Institute of Technology and Singapore Management University.

8. Graduands, awards and scholarship recipients will form part of the Social Service Tribe, a community of like-minded individuals in the sector who share a vision of empowering everyone to live with dignity. They work together to drive positive change for the vulnerable in our community.

9. NCSS Chief Executive, Mr Sim Gim Guan said: “It is important that we continually build our capabilities and equip ourselves so that we remain relevant and effective in our work. SSI, together with MSF, government partners and other industry stakeholders, will continue to support skills development and increase training opportunities for social service professionals. The newly launched Skills Framework for Social Service will be a useful resource for social service professionals in planning and growing their careers.”



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For media enquiries, please contact:

Ms Vanessa Ho

Senior Associate

Ogilvy

Tel : [9369 5460](tel:93695460)

Email: Vanessa.ho@ogilvy.com

Ms Shazliana Heron

Senior Manager, Corporate Communications

National Council of Social Service

Tel: 6210 2639

Email: shazliana_heron@ncss.gov.sg

National Council of Social Service (NCSS)

NCSS is the umbrella body for over 450-member social service organisations in Singapore. Its mission is to provide leadership and direction in enhancing the capabilities and capacity of our members, advocating for social service needs and strengthening strategic partnerships, for an effective social service ecosystem. Community Chest and Social Service Institute (SSI) are part of NCSS.

Social Service Institute (SSI)

The SSI is the human capital development arm of the NCSS. It works closely with social service and non-profit organisations to help increase capacity and manpower capabilities for better delivery of social services. The SSI develops talents through training programmes, practice and networking events, learning events and a resource hub portal. It also organises leadership programmes.

SkillsFuture Singapore (SSG)

SSG drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture of lifelong learning and strengthens the ecosystem of quality education and training in Singapore. Through a holistic system of national SkillsFuture initiatives, SSG enables Singaporeans to take charge of their learning journey in their pursuit of skills mastery. SSG also



works with key stakeholders to ensure that students and adults have access to high quality and industry-relevant training that meet the demands of different sectors of the economy for an innovative and productive workforce.

For more information, visit www.ssg.gov.sg.

FACTSHEET ON SKILLS FRAMEWORK FOR SOCIAL SERVICE

About Skills Framework for Social Service

1. The Skills Framework for Social Service is an integral component of the Social Service Industry Manpower Plan (IMP), and is jointly developed by SkillsFuture Singapore (SSG), Workforce Singapore (WSG), Ministry of Social and Family Development (MSF) and National Council of Social Service (NCSS), together with employers, industry associations, education and training providers.
2. It provides key information on the sector, career pathways, occupations/job roles, as well as existing and emerging skills and competencies required. It also provides a list of training programmes for skills upgrading and mastery.

Who is it for?

3. The target groups for Skills Framework for Social Service are as follows:
 - **Individuals** who wish to join or progress within the Social Service sector, will be able to assess their career interest, identify relevant training programmes to upgrade their skills, and prepare for their desired jobs;
 - **Employers** will be able to recognise these skills and invest in training their employees for career development and skills upgrading;
 - **Education and training providers** can gain insights on sector trends, existing and emerging skills that are in demand, and design programmes to address the sector needs accordingly; and
 - **Government and professional bodies** will be able to analyse skills gaps and design appropriate initiatives to upgrade the manpower capability and professionalise the sector.

Key components of the Skills Framework

4. The Skills Framework for Social Service contains information on the sector, career pathways, occupations/job roles, skills and competencies, and training programmes. The key components include:
 - Sector information – provides information on key statistics, trends and workforce profiles in the sector;
 - Career pathways – depicts the pathways for vertical and lateral progression for advancement and growth. Five tracks have been identified – social work, youth work,

psychology, early intervention teaching, and care and programme, covering 60 job roles;

- Occupations and job roles – covers a total of 73 existing and emerging technical skills and competencies, 18 generic skills and competencies, and their respective descriptions. Some of the emerging skills and competencies identified include Collaborative Practices Across Disciplines and Sectors, Social Sector Policy Influence, Research Data Analysis and Volunteer Programme Management; and
- Training programmes for skills upgrading and mastery – provides information on training programmes, which will help aspiring individuals and in-service employees acquire skills necessary for various jobs.

More information on the Skills Framework for Social Service can be found at skillsfuture.sg/skills-framework/social-service