

## JOB DESCRIPTION

<b>Programme Name</b>	Dayspring SPIN
<b>Section</b>	Support & General
<b>Reports to</b>	Head of Programme

<b>Job Title</b>	Senior/Social Work Coordinator
<b>Job Category</b>	Executive/Individual Contributor
<b>Function</b>	Social Work Associate

### GENERAL SUMMARY

Reporting to Head of Programme, the Senior/ Social Work Coordinator supports the planning, executing and coordinating of programme and service delivery including assistance to the Social Workers in providing interventions and programmes, performing community development work and uplifting the professional practice in social work.

### DUTIES AND RESPONSIBILITIES

1. Social Work Support
  - Involve in providing case management and care planning support to clients and social workers including intake, client visits, needs assessment, coordination of assistance, casework and group work
  - Perform information and referral services and client data creation and management
  - Support outreach activities and networking with community partners
  - Support activities that safeguard and promote the interests of the target client groups
  
2. Programme Support
  - Manage generic mailbox and prepare responses to correspondences on routine inquiries
  - Coordinate regular engagement and communications with members and volunteers, including surveys, feedback, social media

- Plan and execute events, activities and support systems to engage active and alumni clients and volunteers, including liaisons with relevant parties/ vendors
- Prepare basic reports and evaluation of events and activities
- Liaise with external agencies, donors, vendors for purpose of providing practical resources to support clients.

### 3. Administrative Support

- Assist in the day to day operations and maintain the orderliness of SPIN's premises, including maintenance of office equipment, procurement of office supplies and facilities management
- Coordinate and track payment and expenses – petty cash, vouchers and payment to vendor
- Maintain work processes and updated paper and electronic filing system for records, correspondences and other necessary materials.
- Organise and service meetings (i.e. call for agenda and taking of meeting minutes)

### 4. Others

- Miscellaneous and general duties from time to time

## QUALIFICATIONS

### **EDUCATION & EXPERIENCE**

1. Minimum Diploma in Social Work or related field of study
2. Proficient in Microsoft Office Suite and basic statistical analysis.
3. Good interpersonal and communication (oral and written) skills.
4. Preferably 2-3 years of relevant working experience. Experience in social services/ charity / non-profit organization will be advantageous.
5. Independent, resourceful and able to manage projects.
6. Needs to be flexible to work on weekends when required.

## TECHNICAL SKILLS COMPETENCIES (TSC)

	<b>TSC Title</b>	<b>TSC Description</b>	<b>TSC Proficiency Description</b>
1	Diversity Awareness and Management	Apply awareness and sensitivity in working professionally with diverse	<Level 2> Comply with basic principles of diversity and inclusion set

		individuals, groups and communities	by organisation
2	Ethics, Values and Legislation	Apply conduct, ethics, values and relevant legislation to uphold the integrity and reputation of the organisation and the profession	<Level 2> Apply principles of ethical conduct, policies and procedures and inclusive work practices in professional activities
3	Reflexive Practice	Conduct regular self-assessment of own competencies and interactions with others within different systems and take the necessary actions to continuously develop as a professional	<Level 3> Determine learning needs and areas of improvement, and apply learnings for personal and professional improvement
4	Advocacy and Representation	Advance the interests of the marginalised and/or vulnerable within the community regardless of mode of delivery	<Level 3> Advocate for the needs of vulnerable and/or marginalised members and families in the community
5	Trends Evaluation and Application	Keep abreast of current developments and trends, and apply domain knowledge to trends within the social sector	<Level 2> Interpret research findings and trends within the social sector
6	Research Data Collection and Management	Collect research data and manage research databases, including extracting required data and managing data storage	<Level 3> Implement research data collection and management for research studies
7	Events Planning and Management	Develop, manage and execute event plans according to agreed timelines and budgetary requirements	<Level 3> Implement and monitor event planning activities according to agreed timelines and budgetary requirements
8	Volunteer Programme Evaluation	Evaluate the effectiveness of volunteer programmes in meeting its stated objective	<Level 2> Support the evaluation of volunteer programmes to determine their effectiveness
9	Volunteer Programme Management	Manage volunteer programmes, operations and logistics and develop volunteer programmes for the organisation	<Level 2> Support the implementation of volunteer programmes

10	Administration	Manage and validate petty cash transactions	<Level 2> Comply with basic principles of diversity and inclusion set by organisation
11	Process Improvement	Evaluate strategic and longer-term impacts of change and improvement processes, as well as communicate to employees improvement plans, goals and changes to operational procedures	<Level 1> Execute and standardise work improvement processes and report issues of service quality using standard organisational processes and timeframes

### CRITICAL CORE SKILLS (CCS)

	CCS Name	CCS Description	CCS Proficiency Description Level
1	Communication	Convey and exchange thoughts, ideas and information effectively through various mediums and approaches	<Intermediate> Tailor communication approaches to audience needs and determine suitable methods to convey and exchange information
2	Collaboration	Manage relationships and work collaboratively and effectively with others to achieve goals	<Intermediate> Build relationships and work effectively with internal and external stakeholders to create synergies in working towards shared goals
3	Customer Orientation	Identify the needs of customers, both internal and external, to deliver an effective customer experience	<Intermediate> Build relationships with customers to anticipate needs and solicit feedback to improve the customer experience
4	Adaptability	Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts	<Intermediate> Manage change in evolving contexts

5	Problem Solving	Generate effective and efficient solutions to solve problems and capitalise on new opportunities	<Intermediate> Determine underlying causes of problems and collaborate with other stakeholders to implement and evaluate solutions
6	Digital Fluency	Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing	<Basic> Perform work processes and activities using identified digital technology tools, systems and software