Professional Conversion Programme for Social Workers (PCPSW) 2017

Career Preview

10 December 2016
Overview of the Social Service Sector

Low Moon Chong
Sector Manpower, National Council of Social Service
Sharing with you

• Introduction to Social Service
• Careers in Social Service Sector
• Growth & Development in Social Service Sector
Social Service Landscape in Singapore

Information as of 19 August 2016
Social trends in Singapore

Demographic change

Towards an inclusive society

Emerging & underserved needs

Information as of 19 August 2016
Identifying and meeting needs

5 KEY AREAS IN SOCIAL SERVICE

Mental Health
To assist them in their recovery journey in regaining psychosocial and functional skills.

Disabilities and Special Needs
To give them opportunities to reach their potential and be included in the community.

Children and Youths
To help them develop the skillsets they need to meet and overcome life challenges.

Seniors
By enabling them to stay healthy, socially engaged and cognitively intact so they can age with dignity.

Families
By providing them with the resources they need to gain self-reliance and successfully function in society.

Information as of 19 August 2016
Approach of Social Service in Singapore

COLLABORATIVE APPROACH

- Social movement where **social service organisations** work in partnership with the **government**

  - Engage corporations, community organisations, religious groups, concerned citizens and family members

Information as of 19 August 2016
Role of Formal Players

GOVERNMENT MINISTRIES (Social & Family Development; Education; Health; Culture, Community & Youth & Home Affairs)
FORMULATE POLICIES, CONDUCT MACRO PLANNING & REGULATE

NATIONAL COUNCIL OF SOCIAL SERVICE
PROVIDES LEADERSHIP & DIRECTION IN SOCIAL SERVICES, ENHANCES CAPABILITIES & PROMOTES STRATEGIC PARTNERSHIPS

SOCIAL SERVICE ORGANISATIONS
PROVIDE DIRECT SERVICES & SUPPORT TO THE NEEDY OR LESS PRIVILEGED

Information as of 19 August 2016
MISSION
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.
About Social Service Institute (SSI)

SSI is a key division under the Human Capital Development Group of NCSS.

- Serve as a focal point for human capital solutions for social service
- Attracting, engaging, developing and retaining talents to enhance capabilities and sustain a leadership pipeline.
450 social service organisations & growing

Non-Profit
Promotes and provides social and community services
Caters for those in need, distress or at-risk

and more.........

Information as of 19 August 2016
Social Service Programmes in the 5 Key Areas

DIGNIFYING THE LIVES OF SENIORS

EMPOWERING PERSONS WITH SPECIAL NEEDS

SUPPORTING PERSONS WITH MENTAL HEALTH

NURTURING CHILDREN AND YOUTHS-AT-RISK

STRENGTHENING FAMILIES

Information as of 19 August 2016
Careers in Social Service Sector
An increasing workforce in the sector

Information as of 19 August 2016

- 2006: over 6,130
- 2013: more than 12,810
- 2019: more than 16,000
Breakdown of sector professionals

Key Manpower Statistics in the Social Service Sector
(Source: Manpower and Salary Survey 2013)

Figure A: Breakdown of Manpower by Professions

- Social Worker: 7%
- Case Worker: 1%
- Counsellor: 4%
- EIPIC Teacher: 3%
- SPED Teacher: 9%
- Therapist: 4%
- Teacher: 5%
- Psychologist: 1%
- Nurse: 5%
- Social Work Associate: 3%
- Teacher Assistant: 3%
- General Worker: 7%
- General Management: 4%
- Corporate Functions: 16%
- Programme Executives: 4%
- Sales/Fundraising: 1%
- HR: 1%
- Others: 8%

Figure B: Breakdown of Manpower by Professionals, Associate-Professionals, and Management staff

- Professionals: 39%
- Associate-Professionals: 20%
- Corporate Functions: 22%
- General Worker: 7%
- General Management: 4%
- Associate-Professionals: 20%
- Corporate Functions: 22%
- General Worker: 7%
- General Management: 4%

Information as of 19 August 2016
So how to be part of the Social Service?

450 social service organisations and growing

Specialist Roles
- Social Worker
- Psychologist
- Physiotherapist
- Occupational Therapist
- Speech-Language Therapist
- Early Intervention Teacher
- Special Education Teacher

Management Roles
- Director/Head of Agency
- Finance/Human Resource
- Fundraising/Marketing
- Volunteer Management
- Programme/Event Management
- Administration

www.socialservicejobs.org.sg

Information as of 19 August 2016
What are the VALUES we are looking for?

A candidate’s ‘FIT’
on the five
identified sector
values

Values

Integrity
Passion for Service
Resilience
Compassion
Client Centricity

Information as of 19 August 2016
Role of a ...  
How to become a ...  
SOCIAL WORKER
Social Work is a **Profession** and is not a **Voluntary Service**

Social Workers are social service providers with recognised social work qualifications.

**Accreditation System for Social Workers**

More than 2,000 social workers and social service practitioners have applied for accreditation.

As at 31 July 2016, there were 254 Registered Social Workers-Provisional (RSW-P) and 1,197 Registered Social Workers (RSW). To date, 195 Registered Social Service Practitioners (RSSP) remain on the register.


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**Code of Professional Ethics**

All accredited social workers and social service practitioners are expected to adhere to the Code of Professional Ethics for Social Workers issued by the Social Work Accreditation and Advisory Board in the discharge of their professional duties and responsibilities. The Code of Professional Ethics is adopted from the Singapore Association of Social Workers. Accredited persons may be disciplined by the Board if they breach the Code.

Information as of 19 August 2016
A social worker act as a positive change agent in society and in the lives of the individuals, families and communities they serve. From case management, counselling, information and referral to outreach and family intervention, they help individuals and families in need and empower them to resolve their problems effectively.

<table>
<thead>
<tr>
<th>What their work entail</th>
<th>Where they work</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Relationship problems</td>
<td>• Social service organisations (e.g. in</td>
</tr>
<tr>
<td>• Family violence</td>
<td>Family Service Centres, Children Homes,</td>
</tr>
<tr>
<td>• Substance addiction</td>
<td>Senior activity Centres, Youth Centres and</td>
</tr>
<tr>
<td>• Parenting</td>
<td>Special Needs Schools)</td>
</tr>
<tr>
<td>• Child welfare</td>
<td>• Medical setting (e.g. Hospitals, Polyclinics)</td>
</tr>
<tr>
<td>• Youth work</td>
<td>• Government/ Ministries</td>
</tr>
<tr>
<td></td>
<td>• Schools and tertiary Institutions</td>
</tr>
</tbody>
</table>

• Health and mental health issues        |
• Disability issues                      |
• Ageing and eldercare                   |
Social Worker : Education Pathway

- **‘O’ Levels**
  - Polytechnic Diploma
  - NYP Diploma in Social Sciences (Social Work) (Full Time – 3 Years)

- **‘A’ Levels**
  - NUS Bachelor in Social Work (Full Time 3 to 4 Years)
  - UniSIM Bachelor of Social Work (Full Time – 4 Years, Part time – 3 to 4 Years)

- **Social Worker**
  - Potential work setting:
    - Social Service
    - Healthcare
    - Education
  - Start work in sector as Social Work Associates

Information as of 19 August 2016
Social Worker : Education Pathway (ITE)

- **ITE**
  - NITEC in Community Care & Social Services
    - (Full time - 24 months)
  - Start work in the sector as Social Service Assistants

- **SSI**
  - WSQ Advance Certificate in Social Service
    - (Part time - 15 months)
  - WSQ Diploma in Social Service
    - (Part-time - 18 months)

- **UniSIM**
  - Bachelor of Social Work
    - (Part time – 3 to 4 Years)

- **Social Worker**
  - Start work in the sector as Social Work Associates

Potential work setting:
- Social Service
- Healthcare
- Education

*SSI – Social Service Institute [www.ssi.sg](http://www.ssi.sg)

Information as of 19 August 2016
### REQUIREMENTS TO BE A SOCIAL WORKER

<table>
<thead>
<tr>
<th>Minimum Qualifications</th>
<th>• Degree in Social Work</th>
</tr>
</thead>
</table>
| Recognised Qualifications (Local) | • Bachelor in Social Work  
**National University of Singapore (NUS)**  
• Bachelor of Social Work with Minor (Full-time)  
• Bachelor of Social Work (Part-time)  
**SIM University (UniSIM)** |
| **Entry Requirement:** | • Varies according to universities  
• ‘A’ Levels / IB / Diploma  
• No specific requirement for science subjects in Secondary schools/JC |
| Professional Council | **Singapore Association for Social Workers (SASW)**  
[www.sasw.org.sg](http://www.sasw.org.sg) |
| Requirements to be Registered Social Worker (RSW) | • 1 year of post-qualification full-time practice in a social work position in Singapore  
• 80 hours of relevant in-employment training  
• 1,000 hours of supervised practice during study and/or post-study employment  
• 2 character references from peers and/or employers |

### NCSS Salary Guidelines for Social Service Sector (with effect from April 2016)

| Social Worker | S$3,160 (Fresh graduate)  
National Social Work Competency Framework was launched in Nov 2015  
Refer to [www.ssi.sg/socialworker](http://www.ssi.sg/socialworker) for more details |

Information as of 19 August 2016
Is there career progression for Social Workers?

Source: The new National Social Work Competency Framework (NSWCF), which “charts the career development of social workers” (TODAY, Nov. 21)

What does the NSWCF contain?

<table>
<thead>
<tr>
<th>Practice tracks for social workers</th>
<th>Key responsibility areas (KRAs)</th>
<th>Knowledge and skills competencies</th>
<th>Behavioural competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Types of careers, job roles and career progression pathways available to social workers</td>
<td>Job responsibilities of social workers in relation to their job roles</td>
<td>Knowledge and skill requirements of social workers in Direct Practice to effectively perform their key responsibility areas in each job role.</td>
<td>Attitude and traits that social workers should have to excel in their job roles.</td>
</tr>
</tbody>
</table>

Softcopy available at [www.ssi.sg/socialworker](http://www.ssi.sg/socialworker)
Social Worker: National Social Work Competency Framework (NSWCF)

Social Work Practice Tracks

**Direct Practice** is the foundational track for all practices, consisting of working directly with clients and beneficiaries at the individual, group or community level.

- **Continue in Direct Practice**
  - Work directly with clients and beneficiaries in specialised field of practice

- **Policies and Legislation**
  - Perform policy-making to achieve social and economic justice
  - Advise the State on long-term policies and impact
  - Conduct sector planning

- **Research and Evaluation**
  - Conduct research and provide recommendations and insights
  - Provide in-depth and specialist insights on niche areas

- **Leadership**
  - Direct and manage VWOs and community organisations
  - Build partnerships to lead and promote social justice

**Indirect Practice**

Softcopy available at [www.ssi.sg/socialworker](http://www.ssi.sg/socialworker)

Information as of 19 August 2016
## Career Progression for Social Worker

### Proficiency

<table>
<thead>
<tr>
<th>Proficiency</th>
<th>Direct Practice</th>
<th>Indirect Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Work directly with clients and beneficiaries in specialised field of practice</td>
<td>Perform policy-making to achieve social and economic justice. Conduct Sector Planning.</td>
</tr>
</tbody>
</table>

### Expert

- **Sr. Master SW**
- **Master SW**

### Advanced

- **Lead SW**

### Intermediate

- **Sr. SW**

### Foundational

- **Social Worker II**
- **Social Worker I**

### Typical roles for each proficiency level:

#### Expert
- **Sr. Director**
- **Director**
- **Deputy Director**
- **Sr. Assistant Dir.**
- **Research Director**
- **Assistant Research Director**
- **Executive Director**
- **Director**

#### Advanced
- **Assistant Dir.**
- **Sr. Manager**
- **Sr. Research Fellow**
- **Research Fellow**
- **Sr. Assistant Director**
- **Assistant Director**

#### Intermediate
- **Manager**
- **Assistant Mgr.**
- **Sr. Research Associate**
- **Research Associate**
- **Sr. Manager**
- **Manager**

#### Foundational
- **Policy Officer II**
- **Policy Officer I**
- **Research Associate**
- **Assistant Manager**

Source: [www.ssi.sg/socialworker](http://www.ssi.sg/socialworker)

Information as of 19 August 2016
**CONTINUING EDUCATION AT SSI**

### LEARNING & DEVELOPMENT
- Field attachment(s)
- Dialogues with Social Service Leaders
- Different job postings

### TALENT DEVELOPMENT PROGRAMMES
- Leadership Development Programme (LDP)
- Professional Development Management Programme (PDMP)
- Sabbatical Leave Scheme (SLS)

### SOCIAL SERVICE FELLOWSHIP
- Social Service Scholarship (Post-Graduate studies)

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**NEW ENTRANTS**

**EMERGING PROFESSIONAL**

**GROWING PROFESSIONAL**

**ACCOMPLISHED PROFESSIONAL**

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- ✔ Prime Minister SS Award
- Social Service Scholarship

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Information as of 19 August 2016
Salary Guidelines

Website:  
www.ssi.sg/salaryguidelines

Email:  
socialservicejobs@ncss.gov.sg

Information as of 19 August 2016
Search your heart
Explore a career in Social Service

www.socialservicejobs.org.sg

www.ssi.sg
Professional Conversion Programme for Social Workers
2017
Objective
• To train mid-career individuals interested to become qualified Social Workers

Two Conversion Pathways
• A Levels or Diploma holders → Accelerated Bachelor of Social Work
• Degree holders → Graduate Diploma of Social Work

Work-Study Model
• Work while on training to immerse trainees in a social work environment in preparation for the new career
## Eligibility Criteria

Trainees must:
- Be 21 years old and above
- Be a Singapore Citizen or Permanent Resident
- Have at least 2 years of working experience (excluding NS)
- Secure employment with a participating employer (social service organisation or healthcare)
- Meet entry requirements of the course set by UniSIM

## Funding Support

- Course fee subsidy
- Monthly salary support (as part of the salary)

## Work Attachment

4-full day work week (Strongly Recommended)

## Course Duration

- Accelerated Bachelor of Social Work (ABSWK): 24 months
- Graduate Diploma of Social Work (GDSWK): 18 months

## Bond

- Accelerated Bachelor of Social Work (ABSWK): 24 months
- Graduate Diploma of Social Work (GDSWK): 18 months
<table>
<thead>
<tr>
<th>Course Details</th>
<th>Accelerated Bachelor of Social Work (ABSWK)</th>
<th>Graduate Diploma of Social Work (GDSWK)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Entry Requirement</strong></td>
<td>GCE ‘A’ level with two passes or two H2 passes; or a local Polytechnic Diploma or equivalent</td>
<td>Degree from a recognised university</td>
</tr>
</tbody>
</table>
| **Course Structure** | Classes conducted on **weekday evenings, three times a week**

To graduate, students are required to complete a total of 130 credit units (cu) courses including 10 cu of University core modules and a 400-hour practicum. | Classes conducted on **Saturdays**

To graduate, students are required to complete 3 pre-requisite modules, 6 core modules, any 4 electives and a 400-hour practicum. |
| **Commencement Date** | 24 July 2017 | 24 July 2017 |
## Course Fee Support
(Accelerated Bachelor of Social Work)

<table>
<thead>
<tr>
<th></th>
<th>Total Course Fee = $31,200* excluding GST</th>
<th>40 years &amp; above (SC Only)^</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Singapore Citizens/PRs</td>
<td>40 years &amp; above (SC Only)^</td>
</tr>
<tr>
<td>By MOE</td>
<td>$17,160 (55%)/$6,240 (20%)</td>
<td>$25,584 (82%)</td>
</tr>
<tr>
<td>By WSG</td>
<td>$4,680 (15%)</td>
<td>N.A.</td>
</tr>
<tr>
<td>By NCSS/Healthcare</td>
<td>$6,240 (20%)</td>
<td>$4,056 (13%)</td>
</tr>
<tr>
<td>Employers</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Nett Fee by Trainee</strong></td>
<td><strong>$3,120</strong> (10%) / <strong>$14,040</strong> (45%) (exclusive of GST)</td>
<td><strong>$1,560</strong> (5%) (exclusive of GST)</td>
</tr>
</tbody>
</table>

*Info accurate as at 25 Nov 2016, please refer to UniSIM’s website for updated course fees

^SkillsFuture Mid-Career Enhanced Subsidies
Course Fee Support
(Graduate Diploma of Social Work)

<table>
<thead>
<tr>
<th></th>
<th>Total Course fee = $18,250* excluding GST</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Singapore Citizens/PRs</strong></td>
<td><strong>40 years &amp; above</strong></td>
</tr>
<tr>
<td>By WSG</td>
<td>$12,775 (70%)</td>
</tr>
<tr>
<td></td>
<td>$16,425 (90%)</td>
</tr>
<tr>
<td>By NCSS/Healthcare</td>
<td>$3,650 (20%)</td>
</tr>
<tr>
<td>Employers</td>
<td>$912.50 (5%)</td>
</tr>
<tr>
<td><strong>Nett Fee by Trainee</strong></td>
<td>$1,825 (10%)</td>
</tr>
<tr>
<td></td>
<td>$912.50 (5%) (exclusive of GST)</td>
</tr>
<tr>
<td></td>
<td>(exclusive of GST)</td>
</tr>
</tbody>
</table>

*Info accurate as at 25 Nov 2016, please refer to UniSIM’s website for updated course fees
^SkillsFuture Mid-Career Enhanced Subsidies
Salary Support

- **Work-Study Model**: Trainees are required to be on work attachment throughout the course.

- Trainees will be offered salaries computed based on educational qualifications, relevant work experience and actual work hours (Salary will be computed by individual hiring employers).

**Recommended Working hours and Salary Range**

<table>
<thead>
<tr>
<th>ABSWK</th>
<th>GDSWK</th>
</tr>
</thead>
<tbody>
<tr>
<td>From $2,350</td>
<td>From $3,000</td>
</tr>
<tr>
<td>4 day work week</td>
<td>4 day work week</td>
</tr>
</tbody>
</table>
Salary Support

- WSG provides salary support to the employers as follows:
  - 70% of basic monthly salary capped at $2,000 per month for eligible Singaporeans and Singapore Permanent Residents.
  - 90% of monthly salary, capped at $4,000 per month for Singaporeans aged 40 years and above; or those unemployed for more than six months, with an overall cap of $50,000 per trainee.

- Salary support will be disbursed to the employers
Overall Funding Support Per Trainee

The funding package at the point of training completion could amount to roughly:

<table>
<thead>
<tr>
<th></th>
<th>Accelerated Bachelor of Social Work</th>
<th>Graduate Diploma in Social Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funding by WSG, NCSS/Employers</td>
<td>$58,920 (Computed based on 35% of course fees funding and 70% of recommended salary amount, capped at $2,000)</td>
<td>$52,425 (Computed based on 90% of course fees funding and 70% of recommended salary amount, capped at $2,000)</td>
</tr>
<tr>
<td>Nett Fee by Trainee</td>
<td>$3,120 (10% for SC) $14,040 (45% for PR) (exclusive of GST)</td>
<td>$1,825 (10% for SC/PR) (exclusive of GST)</td>
</tr>
</tbody>
</table>
Liquidated Damages

- Should a trainee withdraw from the Programme, whether during the course of study or during the bond period, the trainee will be liable for liquidated damages payable to the sponsoring institution(s).

- The amount payable will depend on various factors including the costs incurred by WSG, NCSS or the employer as well as the terms of the training deed(s).
Trainees to Commit 36/48 months

• Prior to course commencement in Jul 2017, trainees are required to sign a Letter of Undertaking (LOU) with NCSS and/or employers

• Key points in the LOU and training deed include:
  – Trainee to complete the course at UniSIM and to fulfill the work attachment with employer
  – Trainee to work as a Social Worker for at least 18 months (Grad Dip) or 24 months (Accelerated Bachelor) upon completion of training
  – In view of any breach of contractual terms, funders reserve the right to recover all costs incurred including course fee funding and salary support from trainee
Role of a PCP Social Work Trainee

Before the course

- Apply online by 16 Jan 2017 via WSG online application portal
- Undergo interview(s) if shortlisted by employer(s)
- Submit applications to UniSIM by 31 Mar 2017
- Sign Employment Contract with employer
- Sign Letter of Undertaking/Training Deed with NCSS

During the course

- Attend classes, complete projects, sit for and pass all exams
- Complete work attachment with employer

After the course

- Serve the Minimum Service Period as a Social Worker with employer
WSG PCP SW Application Portal

- Apply online via http://www.wsg.gov.sg/pcpsocialwork

- Application closing date: 16 Jan, 2017 @ 1700 hrs
Overview of Application Process

1. Trainee to Secure Employment

- PCP Applications & Career Previews
  10 Dec – 16 Jan 2017

- Shortlisted candidates to meet with employers @ SSI

- Employers to shortlist candidates for 2nd interview at their premises

- Conditional offer of employment to trainee(s) by 10 Mar 17

2. Confirmation of placement with UniSIM

- Trainees apply to UniSIM
  31 Mar 17

- UniSIM screens trainees for course eligibility

- Successful trainees receive official letter of acceptance from UniSIM

3. Signing of Contracts

- Trainees sign Letter of Undertaking with sponsors (Jul 17)

- Trainees sign employment contract with employer (Jun 17)

Classes commence on
24 Jul 17 (ABSWK)
24 Jul 17 (GDSWK)
## Important Dates

<table>
<thead>
<tr>
<th>Activity</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Submit application online via <a href="http://www.wsg.gov.sg/pcpsocialwork">http://www.wsg.gov.sg/pcpsocialwork</a></td>
<td>By 16 Jan 17:00 hrs</td>
</tr>
<tr>
<td>2. Short-listed applicants will be notified to meet with participating employers</td>
<td>By 27 Jan</td>
</tr>
<tr>
<td>3. Shortlisted applicants to meet with participating employers</td>
<td>2 Feb</td>
</tr>
<tr>
<td>4. Additional interviews between employers and shortlisted applicants</td>
<td>3 Feb – 9 Mar</td>
</tr>
<tr>
<td>5. Employers to offer conditional letters of employment</td>
<td>10 Mar</td>
</tr>
</tbody>
</table>
## Important Dates

<table>
<thead>
<tr>
<th>Activity</th>
<th>Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>6. Applicants who receive conditional letter of employment will submit applications to UniSIM</td>
<td>31 Mar for Accelerated Bachelor/Graduate Diploma</td>
</tr>
<tr>
<td>7. Interviews between UniSIM and applicants</td>
<td>Apr - Jun</td>
</tr>
<tr>
<td>8. Successful applicants will receive letter of acceptance from UniSIM and signed LOU</td>
<td>Jun</td>
</tr>
<tr>
<td>9. Successful applicants to start course</td>
<td>24 July</td>
</tr>
</tbody>
</table>

*Applicants will be charged a non-refundable application fee of $64.20 upon applying to UniSIM.*
List of PCPSW 2017 Participating Employers

**Social Service Organisation**
1. Abilities Beyond Limitation And Expectations Limited (ABLE)
2. AWWA
3. Care Corner Singapore Ltd
4. City Harvest Community Services Association
5. Kampong Kapor FSC
6. Lions Befrienders Service Association (Singapore)
7. Lutheran Community Care Services Ltd
8. Montfort Care
9. NTUC Health Co-operative Limited
10. Oikos Community @ Sengkang
11. Persatuan Pemudi Islam Singapura (PPIS)
12. PERTAPIS
13. SAGE Counselling Centre
14. Singapore Children’s Society
15. Tai Pei Social Service
16. Teen Challenge (Singapore)
17. Thye Hua Kwan Moral Charities Ltd
18. Youth Guidance Outreach Services (YGOS)

**Healthcare**
1. Changi General Hospital
2. Institute of Mental Health
3. Tan Tock Seng Hospital
For more information, please contact:

SSI:  career_centre@ncss.gov.sg

UniSIM:  student_recruitment@unisim.edu.sg

WSG:  WSG_socialservice@wsg.gov.sg

http://www.wsg.gov.sg/pcpsocialwork