

Social Work and Counselling Professionals

Social service professionals provide help, support and guidance to people with social problems such as unemployment, poverty, disability, addiction, criminal and delinquent behaviour and other problems. They discuss the specific issues with their service users and analyse their assessment history, then prepare detailed cases and formulate support plans to help them overcome their problems.

Tasks include:

- interviewing clients individually, in families, or in groups, to assess their situation and problems and determine the types of services required
- analysing the client's situation and presenting alternative approaches to resolving problems
- compiling case records or reports for courts and other legal proceedings
- planning and implementing programmes of assistance for clients including crisis intervention and referral to agencies that provide financial assistance, legal aid, housing, medical treatment and other services
- investigating cases of abuse or neglect and taking action to protect children and other at risk persons

Learn more about the Technical Skills & Generic Skills for this occupation in the next few pages.

Technical Skills

Advocacy and Representation
Case and Care Planning
Casework Evaluation
Casework Intervention
Collaborative Practices Across Disciplines and Sectors
Diversity Awareness and Management
Emergency Response and Crisis Management
Ethics, Values and Legislation
Group Work Assessment and Planning
Group Work Evaluation
Group Work Intervention
Mentoring for Youths
Practice Supervision
Professional Consultation
Reflexive Practice
Research Data Collection and Management
Resilience and Self-care
Social Sector Policy Influence
Social Service Programme Development
Social Service Programme Evaluation
Social Service Programme Implementation
Stakeholder Management
Trends Evaluation and Application
Youth Development
Youth Outreach

Generic Skills

Creative Thinking

Decision Making

Developing People

Interpersonal Skills

Leadership

Problem Solving

Service Orientation

Teamwork