

Key Responsibility Areas (KRAs) *for social workers in Direct Service*

Depending on your practice track (direct or indirect practice), there are key responsibility areas (KRAs) identified.

For social workers in Direct practice, seven KRAs have been identified. However, you may not necessarily have responsibilities in all seven categories.



Casework

Provide end-to-end case management support and appropriate level of care through assessment, care planning and interventions. Provide evaluation of care.



Group Work

Develop, conduct and facilitate group therapy sessions to build social support systems and networks for targeted groups.



Community Work

Develop new community support systems which bring about enhanced psycho-social well-being of the community.



Professional Development and Education

Engage in continual learning and professional sharing to stay current and relevant in practice. Provide guidance to fellow social workers to enhance skills, knowledge and expertise.



Programme Development and Implementation

Develop new service delivery models, programmes and care protocols to promote better integration of services within the organisation or sector.



Professional Leadership

Provide leadership to facilitate the development of profession as a whole, including coaching and mentoring skills for capability development.



Research

Engage in research and evaluation activities to generate new/applied knowledge for practice.

These KRAs are common across all social work fields of practice (within Direct Practice) and constitute approximately 80% of the job responsibilities.

The remaining 20% would be specific to the various fields of practice.

Medical social workers in the healthcare setting may refer to the "Understanding the Roles and Competencies of Medical Social Workers" handbook for healthcare-specific KRAs.

The knowledge and skill competencies* articulate what is required of social workers in order to deliver on their key responsibility areas, and this is how they are mapped:

* Learn about the knowledge and skill competencies in Issue 3

