



On approval of the professional standard “Psychological and social work”

Unofficial translation

Order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated May 30, 2019 No. 292. Registered with the Ministry of Justice of the Republic of Kazakhstan on May 31, 2019 No. 18764.

Unofficial translation

In accordance with paragraph 2-1 of Article 117 of the Labor Code of the Republic of Kazakhstan, **I HEREBY ORDER:**

Footnote. Preamble - as amended by the order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 23.12.2021 № 488 (shall come into effect ten calendar days after the day of its first official publication).

1. To approve the attached professional standard “Psychological and social work”
2. The Department of Development of the National Qualification and Forecasting System of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan, in the manner prescribed by the law shall ensure:
 - 1) state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;
 - 2) within ten calendar days from the date of state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, the direction hereof both in Kazakh and Russian languages to the Republican State Enterprise on the Right of Economic Management "Republican Center of Legal Information of the Ministry of Justice of the Republic of Kazakhstan" for official publication and placement in the Reference Control Bank of the Regulatory Legal Acts of the Republic of Kazakhstan;
 - 3) placing this order on the Internet resource of the Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan;
 - 4) within ten working days after the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, submission to the Department of Legal Services of the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan of information on the implementation of measures provided for in subparagraphs 1), 2) and 3) of this paragraph.
3. The control over the execution of this order shall be entrusted to the First Vice-Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan E. Zh.Zhilkibaev.
4. This order shall come into effect upon expiry of ten calendar days after the day of its first official publication.

The professional standard “Psychological and social work” Chapter 1. General provisions

1. The professional standard “Psychological and Social Work” shall be intended to determine the requirements for Level of qualification and competence, for the content, quality and working conditions and shall be applied to services provided by state legal entities.

This professional standard shall assist to create educational programs, including for staff training at enterprises, for certification of employees and graduates of educational institutions, to solve a wide range of tasks in the field of personnel management.

2. The following terms and definitions shall be applied in this professional standard:

1) special social services - a set of services that provide a person (family) in difficult life circumstances with the conditions to overcome the social problems that have arisen and aimed at creating equal opportunities for other people to participate in society;

2) probation (resocialization) - a system of activities and individually defined measures of control and social and legal nature, aimed at correcting the behavior of persons whose categories are defined by law, to prevent them from committing criminal offenses;

3) social work - activities to assist individuals, families in the realization of their social rights and guarantees by compensating for violated or lost functions that prevent their full social functioning;

4) social worker - an employee providing special social services and (or) assessing and determining the need for special social services, having the necessary qualifications that meet established requirements;

5) qualification - degree of professional preparedness of the employee, the availability of knowledge, skills and abilities necessary to perform a certain degree of complexity of the work;

6) qualification level - a set of requirements for the level of training and competence of an employee, differentiated by the parameters of complexity, non-standard labor actions, responsibility and independence;

7) knowledge - result of the digestion of information via training and personal experience, a combination of facts, principles, theory and practice related to the field of training or work; qualification component that must be assessed;

8) skill - quality developed via training or conduct of certain studies, works and characterizes the ability to perform certain intellectual or physical actions, both in the workplace and in everyday life;

9) labor function - a set of interrelated actions aimed at solving one or more tasks of the labor process;

10) ability- ability to apply knowledge and demonstrate competence in order to carry out activities and solve problems (application of logical, intuitive, creative and practical thinking);

11) profession - degree of professional readiness of the employee, the availability of knowledge, skills needed to perform a certain degree of complexity of work;

12) professional subgroup - a set of professions formed by an integral set of labor functions and competencies necessary for their fulfillment;

13) professional group - a set of professional subgroups that has a common integration basis (similar or similar purpose, objects, technologies, including means of labor) and assumes a similar set of labor functions and competencies for their implementation;

14) individual program for the abilitation and rehabilitation of a person with disability - a document determining certain volumes, types and deadlines for conducting rehabilitation of a person with disability;

15) competency - ability of an employee to apply knowledge, skills and experience in professional and labor activities;

16) medical and social assistance - medical and social and psychological assistance provided to citizens with socially significant diseases, the list of which is determined by the authorized body;

17) medico-social examination - an assessment of the restrictions on the life of the person being examined, caused by a persistent disorder of body functions, with the determination (non-determination) of disability and (or) the degree of disability, as well as the determination of his needs for social protection measures;

18) sectoral qualification framework - a structured description of the qualification levels recognized in the sector.

Footnote. Paragraph 2 as amended by the order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 23.12.2021 № 488 (shall come into effect ten calendar days after the day of its first official publication); dated 13.01.2023 № 9 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

3. The following abbreviations shall be used in this professional standard.:

1) PHC - primary health care;

2) QD - a qualification directory of positions of managers, specialists and other employees, developed and approved in accordance with subparagraph 16-2) of Article 16 of the Labor Code of the Republic of Kazakhstan;

3) MSE- medical and social expertise;

4) MSEC - medical and social expert commission;

5) SQF - sectoral qualification framework;

6) NQF - national qualifications framework.

Footnote. Paragraph 3 as amended by Order № 488 of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 23.12.2021 (shall come into effect ten calendar days after the day of its first official publication).

Chapter 2. Passport of the professional standard

4. Name of the professional standard: "Psychological and social work."

5. The purpose of the development of a professional standard: the presentation by profession of a systematic and structured description of labor functions, relevant requirements for knowledge, skills, and personal competencies of employees.

6. A brief description of the professional standard:

Psychological and social work shall consider professional activities involving:

assistance and creation of decent conditions for human life in society, normal social functioning;

rendering assistance to a person, family, various groups of people in need who find themselves in difficult life circumstances;

restoration and preservation of social, psycho-mental connections of an individual with a society, a group or an individual;

impact on the processes taking place in society in accordance with the needs and interests of people, in order to preserve and rehabilitate social health;

forecasting social processes, anticipating and preventing acute social problems.

7. Professional group:

healthcare professionals;

specialists in the field of law, humanitarian fields and culture;

support professional staff in legal, social services and religion.

8. Professional subgroup:

doctors in the field of psychiatry, psychotherapy, narcology and medical psychology;

healthcare professionals;

psychologists;

professionals in the organization and conduct of social work.

Chapter 3. Cards of professions

9. List of professions:

1) head of the structural unit (department, sector, group) of organization of social protection – 7 qualification level according to SQF;

2) specialist in social work (social worker) – 4-6 qualification levels according to SQF;

3) social worker – 4-5 qualification levels according to SQF;

- 4) social worker for assessing and determining the need for special social services – 6 Qualification level according to SQF;
- 5) social work advisor (general profile) (Supervisor) - 6 Qualification level according to SQF;
- 6) social psychologist – 6 Qualification level according to SQF;
- 7) social worker for work with the convicts in the penitentiary system – 6-7 qualification levels according to SQF;
- 8) consulting psychologist in the social sphere – 6 Qualification level according to SQF;
- 9) consulting psychologist in the social sphere (forensic) – 6-7 qualification levels according to SQF.

The cards of professions are given in the Annex to this professional standard.

Footnote. Paragraph 9 - as amended by the order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 13.01.2023 № 9 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

Annex to the professional standard “Psychological and social work”

Footnote. Annex - as amended by the order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated 13.01.2023 № 9 (shall be enforced upon expiry of ten calendar days after the date of its first official publication).

Card of profession	"Head of the structural unit (department, sector, group) of organization of social protection"
Code of profession	1344-0-004
Name of profession	Head of the structural unit (department, sector, group) of organization of social protection
Qualification level according to SQF	7
Other possible names of profession:	Head of the department (division) of social assistance at home
Qualification level for the profession according to the standard qualification characteristics of positions of managers, specialists and other employees	Order of the Acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated october 25, 2017 № 360 "On approval of the Standard Qualification Characteristics for the Positions of Senior Officials, Specialists and Other Employees of Social Protection and Employment Organizations" (registered in the Register of State Registratoin of Regulatory Legal Acts under № 16057).

o f organization s, social protection and employment of the population	Qualification requirements: higher (or postgraduate) education (social, economic, legal, pedagogical, medical) and work experience in positions in social protection organizations or a corresponding profile of at least 3 years.	
Level of professional education	Higher (or postgraduate) education	
Labor functions:	Mandatory labor functions:	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Management of the activities of a structural unit (department, sector, group) of a social protection organization 2. Ensuring that work is carried out to identify and register citizens living in the territory of the department who find themselves in difficult life situations and families in need of social services. 3. Personnel management
Labor function 1: Management of the activities of a structural	Task:	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Organizing current and long-term planning of activities of the department, monitoring its implementation; 2. Carrying out regular monitoring of the volume and quality of social services provided and their compliance with the needs of the citizens served, the effectiveness of the work of department employees; 3. Conducting analysis and forecasting of work, taking measures to improve the performance of the department ; 4. Ensuring control over the maintenance of established documentation by department specialists (visit logs and individual lessons, lesson plans or cyclograms of the work of specialists providing socio-psychological, socio-pedagogical services, documentation on the dynamics of the child's condition and development, etc.); 5. Ensuring the submission of necessary reporting, the reliability of statistical information; 6. Ensuring compliance with internal labor regulations, occupational health and safety rules, and fire safety regulations. <p>Competence:</p> <ol style="list-style-type: none"> 1. Constitution of the Republic of Kazakhstan; 2. Code of the Republic of Kazakhstan "On Public Health and Healthcare System" (hereinafter referred to as the Code "On Public Health and Healthcare System") ; 3. Code of the Republic of Kazakhstan "On Marriage (Matrimony) and Family";

<p>unit (department, sector, group) of a social protection organization</p>	<p>(Planning and control of the activities of organization</p>	<p>4. Code of the Republic of Kazakhstan "Labor Code of the Republic of Kazakhstan" (hereinafter referred to as the Labor Code);</p> <p>5. Law of the Republic of Kazakhstan "On Social and Medical Pedagogical Correctional Assistance for Children with Disabilities";</p> <p>6. Law of the Republic of Kazakhstan "On the Rights of a Child in the Republic of Kazakhstan";</p> <p>7. Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhtan";</p> <p>8. Law of the Republic of Kazakhstan "On Special Social Services";</p> <p>9. Law of the Republic of Kazakhstan "On Retirement Insurance in the Republic of Kazakhstan";</p> <p>10. Law of the Republic of Kazakhstan "On Compulsory Social Insurance";</p> <p>11. Law of the Republic of Kazakhstan "On Combating Corruption";</p> <p>12. Law of the Republic of Kazakhstan "On Public Procurement";</p> <p>13. Law of the Republic of Kazakhstan "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan";</p> <p>14. Law of the Republic of Kazakhstan "On Languages in the Republic of Kazakhstan";</p> <p>15. Order of the Minister of Emergency Situations of the Republic of Kazakhstan dated February 21, 2022 № 55 "On Approval of the Fire Safety Rules" (registered in the Register of State Registraton of Regulatory Legal Acts under № 26867).</p>
		<p>Skills and abilities:</p> <p>1. Ensuring that work is carried out to identify and register citizens living in the territory of the department who find themselves in difficult life situations and families in need of social services;</p> <p>2. Organization of work to survey the material and living conditions of single elderly people and persons with disabilities, disabled citizens, families raising children with disabilities, in order to establish the need, determine the types and forms of social assistance;</p> <p>3. forming the database of people in need of social assistance;</p> <p>4. Determining the number of people served and the volume of work of department specialists in accordance with the standard for the provision of special social services in the field of social protection of the population;</p> <p>5. Providing assistance in identifying people in need in institutions or organizations operating in inpatient, semi-inpatient, temporary stay conditions, in special correctional, rehabilitation institutions or organizations;</p>

<p>Labor function 2: Ensuring that work is carried out to identify and register citizens living in the territory of the department who find themselves in difficult life situations and families in need of social services.</p>	<p>Providing state guaranties in the field of social assistance of the population</p>	<p>6. Interacts in matters of social services for clients of the branch with territorial authorities and institutions of health care, education, charitable and religious associations;</p> <p>7. Organizes work to provide advisory assistance to the population, including the preparation of documents for people in need;</p> <p>8. Takes part in resolving issues of guardianship and trusteeship;</p> <p>9. Organization of work to ensure the reception, safety and distribution of humanitarian aid among persons served by the department;</p> <p>10. Ensures the rational use of allocated budget funds, as well as funds coming from funding sources that do not contradict the law;</p> <p>Competence:</p> <ol style="list-style-type: none"> 1. main directions of social protection policy; 2. profile, specialization and characteristics of the organization; 3. types of social services; 4. theory and methodology of social work; 5. organization of services for the elderly and people with disabilities, including children with disabilities; 6. basics of social work; 7. basics of sociology, personality psychology and socio-psychological aspects of assistance to persons of retirement age and persons with disabilities, families raising children with disabilities; 8. sanitary and hygienic requirements for caring for patients at home; 9. benefits and benefits established for war and labor veterans; 10. specifics of working in different social environments; 11. fundamentals of pedagogy, psychoprophylaxis, ethics and deontology, psychopathology; 12. methods for registration of guardianship and trusteeship, home care; 13. advanced domestic and foreign experience in organizing social assistance at home; 14. procedure for concluding and executing contracts; 15. basics of tax and budget legislation; 16. organization of financial and economic activities.
		<p>Abilities:</p> <ol style="list-style-type: none"> 1. Determining the organization's management structure . 2. Selection and placement of management staff and other personnel to provide services of appropriate quality. 3. Organization of training, exchange of experience, advanced training of department employees;

Labor function 3: Personnel management	Task Formation and regulation of the personnel reserve.	<p>4. Development of work motivation, initiative and activity of employees.</p> <p>5. Carrying out work to strengthen labor and production discipline, certification of workers.</p> <p>6. Creating safe and favorable working conditions, supporting a favorable moral and psychological atmosphere in the team</p> <p>Competence:</p> <p>1. Regulatory acts:</p> <p>2. Labor Code.</p> <p>3. Profile and features of the organization's activities.</p> <p>4. Theory and practice of personnel management.</p>
Requirements to personal competencies	Responsibility, independent management and control of work processes, the ability to make independent decisions, conscientiousness. Analytic mind. Patience and sociability, goodwill, integrity, selflessness, ethics,	
Connection with other professions within SQF	8 level	Head of institution (organization)
Connection with QD	Head of the structural unit (department, sector, group) of organization of social protection	Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Specialist in social work"	
Code of profession	2635-3-001	
Name of profession	Specialist in social work (social worker)	
Other possible names of profession	Specialist in social work (provision of socio-medical services)	
Qualification level according to SQF	4 (4.1., 4.2., 4.3.)	
Qualification level for the profession according to the standard qualification characteristics of positions of managers, specialists and other employees of organizations, social protection and employment of the population	<p>Specialist of a mid-level of qualification:</p> <p>of the highest category: technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical, psychological) education and work experience in capacity of a specialist of a mid-level of qualification of first category at least 3 years;</p> <p>of the first category: technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical, psychological) and work experience as a specialist of a mid-level of qualification of the second category of at least 2 years;</p> <p>of the second category: technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical, psychological) and work experience as a specialist of a mid-level of qualification without a category of at least 1 year;</p> <p>without a category: technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical, psychological) without specifying requirements to work experience.</p>	
Level of professional education	Technical and vocational (secondary special, secondary vocational) social, pedagogical, medical, psychological education	

Labor function activities in organizations providing special social services in conditions of temporary stay and residence to victims of domestic violence, victims of human trafficking, medical and social institutions (organizations) in the field of providing special social services №

Task
Control and organization of quality provision of special social services

Skills and abilities:

1. Organization of measures to provide the necessary special social services to a needy person (family) to overcome a difficult life situation or prevent its occurrence.
2. Coordination of work on the development of an individual work plan and journal/electronic file cabinet, monitoring their quality completion and execution, conducting monthly monitoring to identify patients who require palliative care and nursing care services
3. Analysis of quality and types of services provided; forecasting the prospects for their development, the dynamics of those in need of social services;
4. Assisting citizens in maintaining contacts with family and friends, writing letters, drawing up statements, familiarizing themselves with printed publications;
5. Development of proposals for improving special social services;
6. Implementation of methodological guidance and control over the activities of workers providing special social services and the quality of their provision;
7. Assistance in attracting persons providing charitable and sponsorship assistance to provide social assistance to wards;
8. Continuous professional development;
9. Ensuring high-quality maintenance of established documents, timely reporting (departmental and statistical);
10. Ensuring the compliance with Fire Safety Rules

Competence:

Regulatory legal acts:

Constitution of the Republic of Kazakhstan;
Code "On Public Health and Healthcare System";
Code of the Republic of Kazakhstan "On Marriage (Matrimony) and Family";
Labor Code;
Law of the Republic of Kazakhstan "On Social and Medical Pedagogical Correctional Assistance for Children with Disabilities";
Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhstan";
Law of the Republic of Kazakhstan "On Special Social Services";
Law of the Republic of Kazakhstan "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan";
Law of the Republic of Kazakhstan "On Languages in the Republic of Kazakhstan";
Law of the Republic of Kazakhstan "On state targeted social assistance";
Law of the Republic of Kazakhstan "On the Rights of a Child in the Republic of Kazakhstan";
Law of the Republic of Kazakhstan On State Benefits for Families with Children";
Law of the Republic of Kazakhstan "On Prevention of Domestic Violence";
Law of the Republic of Kazakhstan "On Retirement Insurance in the Republic of Kazakhstan";
Law of the Republic of Kazakhstan "On Compulsory Social Insurance";

		<p>Law of the Republic of Kazakhstan "On Combating Corruption"; safety and labor protection at work; theory and practice of social work; features of personality psychology and certain categories of citizens; fundamentals of psychology, pedagogy, gerontology, ethics; program and methodological literature on social work; systems of social guarantees and benefits established for persons with disabilities, war and labor veterans; forms and methods of educational and social work; specifics of work in various social environments; organization of social work, socio-psychological aspects of assistance to persons of retirement age and persons with disabilities, victims of domestic violence, victims of human trafficking; domestic and international practice of provision of social services; features of everyday life and family education;</p>
Requirements to personal competencies	Communication skills, emotional responsiveness, teamwork, responsibility, diligence, selflessness.	
Connection with other professions within SQF	5 level	Specialist in social work
Connection with QD	Specialist in social work	Order of the Acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan of October 25, 2017 № 360 "On approval of the Standard Qualification Characteristics for the Positions of Senior Officials, Specialists and Other Employees of Social Protection and Employment Organizations" (registered in the Register of State Registration of Regulatory Legal Acts under № 16057) (hereinafter referred to as the Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations).
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Specialist in social work"	
Code of profession	2635-3-001	
Name of profession	Specialist in social work	
Other possible names of profession	3350-0-009 Specialist in organizations of social protection of the population 3412-0-005 Employee for social work (Case-manager social worker for a family assistance) 2635-3-003 Specialist in social work, home for the elderly 2635-8-003 Specialist in social work, care for children with disabilities and persons with disabilities over 18 years of age with psychoneurological diseases 2635-8-004 Specialist in social work, care for the elderly and people with disabilities	

	2635-3-001 Specialist in social work (provision of socio-medical services)
Qualification level according to SQF	5 (5.1., 5.2., 5.3.)
Qualification level for the profession according to the standard qualification characteristics of positions of managers, specialists and other employees of organizations, social protection and employment of the population	<p>Specialist of the highest category: technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical) education and work experience in capacity of a specialist of a mid-level of qualification of first category at least 3 years;</p> <p>of the first category: technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical) and work experience as a specialist of a mid-level of qualification of the second category of at least 2 years;</p> <p>of the second category: technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical) and work experience as a specialist of a mid-level of qualification without a category of at least 1 year;</p> <p>without a category: technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical) without specifying requirements to work experience.</p>
Level of professional education	technical and vocational (secondary special, secondary vocational) (social, pedagogical, medical) education
	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Organization of measures to provide the necessary special social services to a needy person (family) to overcome a difficult life situation or prevent its occurrence. 2. Coordination of work on the development of an individual work plan and journal/ electronic file cabinet, monitoring their quality completion and execution, conducting monthly monitoring to

identify patients who require palliative care and nursing care services

3. Analysis of quality and types of services provided; forecasting the prospects for their development, the dynamics of those in need of social services;

4. Assisting citizens in maintaining contacts with family and friends, writing letters, drawing up statements, familiarizing themselves with printed publications ;

5. Development of proposals for improving special social services;

6. Implementation of methodological guidance and control over the activities of workers providing special social services and the quality of their provision;

7. Assistance in attracting persons providing charitable and sponsorship assistance to provide social assistance to wards;

8. Continuous professional development;

9. Ensuring high-quality maintenance of established documents, timely

reporting (departmental and statistical);
10. Ensuring the compliance with Fire Safety Rules

Competence:
Regulatory legal acts:
Constitution of the Republic of Kazakhstan;
Code "On Public Health and Healthcare System";
Code of the Republic of Kazakhstan "On Marriage (Matrimony) and Family";
Labor Code;
Law of the Republic of Kazakhstan "On Social and Medical Pedagogical Correctional Assistance for Children with Disabilities";
Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhtan";
Law of the Republic of Kazakhstan "On Special Social Services";
Law of the Republic of Kazakhstan "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan";
Law of the Republic of Kazakhstan "On Languages in the Republic of Kazakhstan";

Labor function 1:

Organization of measures to provide the necessary special social services to a needy person (family) to overcome a difficult life situation or prevent its occurrence.

Activities in organizations providing special social services in conditions of temporary stay and residence to victims of domestic violence, victims of human trafficking, medical and social institutions (organizations) in the field of providing special social services

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Law of the Republic of Kazakhstan "On state targeted social assistance";

Law of the Republic of Kazakhstan "On the Rights of a Child in the Republic of Kazakhstan";

Law of the Republic of Kazakhstan On State Benefits for Families with Children";

Law of the Republic of Kazakhstan "On Prevention of Domestic Violence"

;

Law of the Republic of Kazakhstan "On Retirement Insurance in the Republic of Kazakhstan";

Law of the Republic of Kazakhstan "On Compulsory Social Insurance";

Law of the Republic of Kazakhstan "On Combating Corruption";

safety and labor protection at work;

theory and practice of social work;

features of personality

psychology and certain categories of citizens;

fundamentals of psychology,

pedagogy,

gerontology, ethics;

program and methodological

literature on social work;

systems of social guarantees and

		benefits established for persons with disabilities, war and labor veterans; forms and methods of educational and social work; specifics of work in various social environments; organization of social work, socio-psychological aspects of assistance to persons of retirement age and persons with disabilities, victims of domestic violence, victims of human trafficking; domestic and international practice of provision of social services; features of everyday life and family education;
Requirements to personal competencies	Communication skills, emotional responsiveness, teamwork, responsibility, diligence, selflessness.	
Connection with other professions within SQF	6 level	Specialist in social work
Connection with QD	Specialist in social work	Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Specialist in social work"	

Code of profession	2635-3-001	
Name of profession	Specialist in social work	
Other possible names of profession:	2635-8-003 - Specialist in social work, care for children with disabilities and persons with disabilities over 18 years of age with psychoneurological diseases 2635-8-004 - Specialist in social work, care for the elderly and people with disabilities 2635-3-003 Specialist in social work, home for the elderly 2635-3-004 Specialist of the social protection of population service	
Qualification level according to SQF	6 (6.1., 6.2., 6.3.)	
Qualification level for the profession according to the standard qualification characteristics of positions of managers, specialists and other employees of organizations, social protection and employment of the population	Specialist of the highest qualification level: of the highest category – higher (postgraduate) social, psychological, pedagogical, medical education and work experience as a specialist of the highest qualification level of the first category of at least 3 years; of the first category – higher (postgraduate) social, psychological, pedagogical, medical education and work experience as a specialist of the highest qualification level of the second category of at least 2 years; of the second category – higher (postgraduate) social, psychological, pedagogical, medical education and work experience as a specialist of the highest qualification level without a category of at least 2 years; without a category – higher (postgraduate) social, psychological, pedagogical, medical education without requirements to work experience on specialty.	
Level of professional education	Higher (or postgraduate) social, psychological, pedagogical, medical education	
		Skills and abilities: 1 . Organization of measures

to provide the necessary special social services to a needy person (family) to overcome a difficult life situation or prevent its occurrence.

2 .
Coordination of work on the development of an individual work plan and journal/ electronic file cabinet, monitoring their quality completion and execution, conducting monthly monitoring to identify patients who require palliative care and nursing care services

3. Analysis of quality and types of services provided; forecasting the prospects for their development , the dynamics of those in need of social services;

4. Assisting citizens in maintaining

contacts with family and friends, writing letters, drawing up statements, familiarizing themselves with printed publications;

5 .
Development of proposals for improving special social services;

6 .
Implementation of methodological guidance and control over the activities of workers providing special social services and the quality of their provision;

7. Assistance in attracting persons providing charitable and sponsorship assistance to provide social assistance to wards;

8 .
Continuous professional development ;

9. Ensuring high-quality maintenance of

Labor function:

Activities in organizations providing special social services in conditions of temporary stay and residence to victims of domestic violence, victims of human trafficking, medical and social institutions (organizations) in the field of providing special social services.

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established documents, timely reporting (departmental and statistical);
10. Ensuring the compliance with Fire Safety Rules

Competence:
Regulatory legal acts:
Constitution of the Republic of Kazakhstan;
Code "On Public Health and Healthcare System";
Code of the Republic of Kazakhstan "On Marriage (Matrimony) and Family";
Labor Code;
Law of the Republic of Kazakhstan "On Social and Medical Pedagogical Correctional Assistance for Children with Disabilities";
Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhtan";

Law of the Republic of Kazakhstan " On Special Social Services";
Law of the Republic of Kazakhstan " On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan";
Law of the Republic of Kazakhstan " O n Languages in the Republic o f Kazakhstan";
Law of the Republic of Kazakhstan " On state targeted social assistance";
Law of the Republic of Kazakhstan " On the Rights of a Child in the Republic of Kazakhstan";
Law of the Republic of Kazakhstan On State Benefits for Families with Children";
Law of the Republic of Kazakhstan " O n Prevention

of Domestic
Violence";
Law of the
Republic of
Kazakhstan "
O n
Retirement
Insurance in
the Republic
o f
Kazakhstan";
Law of the
Republic of
Kazakhstan "
O n
Compulsory
Social
Insurance";
Law of the
Republic of
Kazakhstan "
O n
Combating
Corruption";
safety and
labor
protection at
work;
theory and
practice of
social work;
features of
personality
psychology
and certain
categories of
citizens;
fundamental
s o f
psychology,
pedagogy,
gerontology,
ethics;
program and
methodologi
cal literature
on social
work;
systems of
social
guarantees
and benefits
established
for persons

		<p>with disabilities, war and labor veterans; forms and methods of educational and social work; specifics of work in various social environments; organization of social work, socio-psychological aspects of assistance to persons of retirement age and persons with disabilities, victims of domestic violence, victims of human trafficking; domestic and international practice of provision of social services; features of everyday life and family education;</p>
<p>Requirements to personal competencies</p>		<p>Communication skills, stress resistance, teamwork, responsibility, diligence, ability to work with large amounts of information.</p>
		<p>Head of the department (division) of social</p>

Connection with other professions within SQF	7 level	assistance at home. Head of a structural unit (department, sector, group) of a social protection organization.
Connection with QD	Specialist in social work”	Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Social worker"	
Code of profession	3412-008	
Name of profession	Social worker	
Other possible names of profession:	3412-0-005 Social work employee	
Qualification level according to SQF	4 (4.1., 4.2., 4.3.)	
Qualification level for the profession according to the standard qualification	Specialist of a mid-level of qualification:	

<p>characteristics of positions of managers, specialists and other employees of organizations, social protection and employment of the population</p>	<p>of the highest category: technical and vocational (secondary special, secondary vocational) social, economic, pedagogical, medical, psychological and work experience as a specialist of a mid-level of qualification of the first category of at least 2 years;</p> <p>of the first category: technical and vocational (secondary special, secondary vocational) social, pedagogical, medical, psychological and work experience as a specialist of a mid-level of qualification of the second category of at least 1 year;</p> <p>of the second category: technical and vocational (secondary special, secondary vocational) social, economic, pedagogical, medical, psychological and work experience as a specialist of a mid-level of qualification without a category of at least 1 year;</p> <p>without a category: technical and vocational (secondary special, secondary vocational) social, economic, pedagogical, medical, psychological or basic secondary education and certificate in social training.</p>
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<p>Level of professional education</p>	<p>Technical and vocational (secondary special, secondary vocational) social, economic, pedagogical, medical, psychological education, or basic secondary education and certificate in social training.</p>
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	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Identifies lonely elderly and disabled citizens living in the service area and in need of outside assistance; children with disabilities and persons with disabilities over 18 years of age with psychoneurological diseases living in the service area and in need of outside help; 2. Buys at the expense of the recipient of social services and deliver to home food, essential industrial goods, sanitation and hygiene products, medicines and medical products, care products, books, newspapers, magazines. 3. Assists with food preparation. 4. Cleans residential premises, including using special detergents and improvised means. 5. Takes readings from electricity, gas and water supply meters, fill out receipts for payment of housing and communal services. 6. Interact with organizations that provide services to the public for laundry, repairs, dry cleaning of things, cleaning of premises, and repair of residential premises. 7. Prepares the necessary documentation for your areas of activity. 8. Uses information and communication technologies, including Internet resources, in your activities. 9. Provides training to children and persons over 18 years of age in self-care, behavior, self-control and communication skills; 10. Organizes leisure time for children and persons over 18 years of age (games, reading books, organizing library services, etc.); 11. Works with parents and their family members to implement rehabilitation measures and adaptation of the child and persons over 18
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Labor function:
Providing special social services to people in difficult life situations.

Task: providing special social services according to the need of a person in difficult life situation.

years of age in the family, visiting the children and persons over 18 years of age served in the hospital (in case of hospitalization);

12. Provides training to parents of a child and persons over 18 years of age in practical skills of general care for a sick child and person over 18 years of age, methods and techniques that promote the development of the child and persons over 18 years of age, motor and social skills;

13. Involve specialists to provide psychological assistance to children and persons over 18 years of age and parents;

14. Assist in the preparation of documents for the establishment of guardianship, guardianship, assignment of benefits, placement in boarding homes or territorial centers;

15. Assist in the allocation of targeted social assistance and other humanitarian assistance to families raising children and persons over 18 years of age from among the poor, at the expense of charitable foundations, sponsors, and sources that do not contradict the law;

16. Provide interaction with educational, healthcare, social service institutions, organizations in order to provide services to clients in the most efficient manner.

Competence:

1. Regulatory legal acts:

Constitution of the Republic of Kazakhstan;

Code "On Public Health and Healthcare System";

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Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhtan";

Law of the Republic of Kazakhstan "On Social and Medical Pedagogical Correctional Assistance for Children with Disabilities";

Law of the Republic of Kazakhstan "On the Rights of a Child in the Republic of Kazakhstan";

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Law of the Republic of Kazakhstan "On Special Social Services";

Law of the Republic of Kazakhstan "On Retirement Insurance in the Republic of Kazakhstan";

Law of the Republic of Kazakhstan "On Compulsory Social Insurance";

Law of the Republic of Kazakhstan "On state social benefits for disability and loss of breadwinner in the Republic of Kazakhstan";

Order of the Minister of Emergency Situations of the Republic of Kazakhstan dated February 21,

		<p>2022 № 55 "On Approval of the Fire Safety Rules" (registered in the Register of State Registraton of Regulatory Legal Acts under № 26867);</p> <p>basic principles for organizing social services for single disabled citizens;</p> <p>psychological and physiological characteristics of older people;</p> <p>organization of public utility services;</p> <p>sanitary and hygienic requirements for caring for elderly and disabled citizens at home;</p> <p>methods of providing emergency first aid;</p> <p>basics of labor legislation.</p>
Requirements to personal competencies	Communication skills, emotional responsiveness, teamwork, responsibility, diligence, selflessness.	
Connection with other professions within SQF	5 level	Social worker
Connection with QD	<p>Social worker for care of the elderly and persons with disabilities</p> <p>Social worker for the care of children with disabilities and persons with disabilities over 18 years of age with psychoneurological diseases</p>	Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Social worker"	
Code of profession	3412-0-008	
Name of profession	Social worker	
Other possible names of profession:	3412-0-005 Employee for social work (Case manager social worker for family support)	
Qualificati		

on level according to SQF	5 (5.1., 5.2., 5.3.)
Qualification level for the profession according to the standard qualification characteristics of positions of managers, specialists and other employees of organizations, social protection and employment of the population	<p>Specialist of the highest qualification level:</p> <p>of the highest category: higher (or postgraduate) education (social, economic, psychological, pedagogical, medical) and work experience as a specialist of the highest qualification level of the first category of at least 2 years;</p> <p>of the first category: higher (or postgraduate) education (social, economic, psychological, pedagogical, medical) and work experience as a specialist of the highest qualification level of the second category of at least 1 year;</p> <p>of the second category: higher (or postgraduate) education (social, economic, psychological, pedagogical, medical) and work experience as a specialist of the highest qualification level without a category of at least 1 year;</p> <p>without a category: higher (or postgraduate) education (social, economic, psychological, pedagogical, medical) without specifying requirements to work experience;</p> <p>specialist of a mid-level of qualification:</p> <p>of the highest category: technical and vocational (secondary special, secondary vocational) education (social, economic, psychological, pedagogical, medical) and work experience as a mid-level specialist of the first category of at least 2 years;</p> <p>of the first category: technical and vocational (secondary special, secondary vocational) education (social, economic, psychological, pedagogical, medical) and work experience as a specialist of a mid-level of qualification of the second category of at least 1 year;</p> <p>of the second category: technical and vocational (secondary special, secondary vocational) education (social, economic, psychological, pedagogical, medical) and work experience as a specialist of a mid-level of qualification without a category of at least 1 year;</p> <p>without a category: technical and vocational (secondary special, secondary vocational) education (social, economic, psychological, pedagogical, medical) or basic secondary education and certificate in social training.</p>
Level of professional	

education	Higher social, economic, pedagogical, medical, psychological education, technical and vocational (secondary special, secondary vocational) education (social, economic, psychological, pedagogical, medical)
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Labor function: Providing special social services to people who find themselves in difficult life situations.

Task: provision of special social services according to the needs of a person in a difficult life situation

- Skills and abilities:
1. Performs work according to the schedule (plan) approved by the head of the department;
 2. Identifies children with disabilities and persons with disabilities over 18 years of age with psychoneurological diseases (hereinafter referred to as the children and persons over 18 years of age) living in the service area and in need of outside help;
 3. Provides training to children and persons over 18 years of age in self-care, behavior, self-control and communication skills;
 4. Organizes leisure time for children and persons over 18 years of age (games, reading books, organizing library services, etc.);
 5. Works with parents and their family members to implement rehabilitation measures and adaptation of the child and persons over 18 years of age in the family, visiting the children and persons over 18 years of age served in the hospital (in case of hospitalization);
 6. Provides training to the child's parents and persons over 18 years of age in practical skills of general care for a sick child and person over 18 years of age, methods and techniques that promote the development of the child and persons over 18 years of age, motor and social skills;
 7. Involves specialists to provide psychological assistance to children and persons over 18 years of age and parents;
 8. Assists in the preparation of documents for the establishment of guardianship, guardianship, assignment of benefits, placement in boarding homes or territorial centers;
 9. Assists in the allocation of targeted social assistance and other humanitarian assistance to families raising children and persons over 18 years of age from among the poor, at the expense of charitable foundations, sponsors, and sources that do not contradict the law;
 10. Provides interaction with educational, healthcare, social service institutions, organizations in order to provide services to clients in the most efficient manner;
 11. Conducts work analysis and submits reports on time;
 12. Ensures the compliance with the Fire Safety Rules.

- Competence:
1. Constitution of the Republic of Kazakhstan;
 2. Law of the Republic of Kazakhstan "On Social and Medical Pedagogical Correctional Assistance for Children with Disabilities";

		<p>3. Law of the Republic of Kazakhstan "On the Rights of a Child in the Republic of Kazakhstan";</p> <p>4. Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhtan";</p> <p>5. Law of the Republic of Kazakhstan "On Special Social Services";</p> <p>6. Order of the Minister of Emergency Situations of the Republic of Kazakhstan dated February 21, 2022 № 55 "On Approval of the Fire Safety Rules" (registered in the Register of State Registratoin of Regulatory Legal Acts under № 26867);</p> <p>Basic principles for organizing social services for children and persons over 18 years of age; organization of public utility services; sanitary and hygienic requirements for caring for children and persons over 18 years of age at home;</p> <p>methods of providing emergency first aid; basics of labor legislation.</p>
Requirements to personal competencies	Communication skills, emotional responsiveness, teamwork, responsibility, diligence, selflessness.	
Connection with other professions within SQF	6 level	Social worker for assessing and determining the need for special social services
Connection with QD	<p>Social worker for care of the elderly and persons with disabilities</p> <p>Social worker for the care of children with disabilities and persons with disabilities over 18 years of age with psychoneurological diseases,</p>	Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession:	"Social worker for assessing and determining the need for special social services"	
Code of profession	3412-0-009	

Name of profession	Social worker for assessing and determining the need for special social services	
Other possible names of profession:	2635-3-004 Specialist of the social protection of population service	
Qualification level according to SQF	6 (6.1., 6.2., 6.3.)	
Qualification level for the profession according to the standard qualification characteristics of positions of managers, specialists and other employees of organizations, social protection and employment of the population	<p>Specialist of the highest qualification level:</p> <p>of the highest category – higher (postgraduate) social, psychological, pedagogical, medical education and work experience as a specialist of the highest qualification level of the first category of at least 3 years;</p> <p>of the first category – higher (postgraduate) social, psychological, pedagogical, medical education and work experience as a specialist of the highest qualification level of the second category of at least 2 years ;</p> <p>of the second category – higher (postgraduate) social, psychological, pedagogical, medical education and work experience as a specialist of the highest qualification level without a category of at least 2 years;</p> <p>without a category – higher (postgraduate) social, psychological, pedagogical, medical education without requirements to work experience on specialty.</p>	
Level of professional education	Higher (or postgraduate) social, psychological, pedagogical, medical education	
Labor function 1: Organizing participation in assessing and determining the need for special social services.	Task: Organization of assessment and identification of needs requiring special social conditions.	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Possess relevant theoretical and practical knowledge. 2. Constantly improve professional skills. 3. Ensure the quality of the special social services provided. 4. Arrange for guardianship , trusteeship, placement in homes - boarding schools, territorial centers. 5. Have psychological work/support skills.
		<p>Competence:</p> <ol style="list-style-type: none"> 1. Regulatory legal acts: Labor Code. Law of the Republic of Kazakhstan "On Education". Law of the Republic of Kazakhstan "On Special Social Services". 2. Requirements to document management.
		<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Conduct a qualitative assessment and determine

	<p>Task 1: Analysis of the need for special social services.</p>	<p>the needs for special social services of a person (family) in a difficult life situation.</p> <ol style="list-style-type: none"> 2. Do not discriminate against a person (family) in a difficult life situation. 3. Do not disclose confidential information about a person (family) who is in a difficult life situation. 4. Observe etiquette in relationships with all subjects of social and labor relations. 5. Demonstrate the ability to independently choose methods and means to achieve social objectives.
<p>Labor function 2: Assessing and determining the need for special social services.</p>		<p>Competence:</p> <ol style="list-style-type: none"> 1. Rules for the provision of social assistance to certain categories of citizens in need. Regulatory legal acts governing the procedure for registration of guardianship, trusteeship, placement in boarding schools. 2. Types of state benefits for families with children and the procedure for providing state targeted social assistance. 3. Rules for the provision of social assistance to certain categories of citizens in need and other regulatory legal acts. 4. Requirements of rules and norms of safety and labor protection. 5. Requirements to document management. <p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Take into account the need for special social services of a person (family) in a difficult life situation. 2. Carry out work on filing applications and complaints, including

through electronic means of communication, against the actions or inactions of state authorities and local governments in the event of a violation of the patient's legal rights.

3. Solve problems by providing the client with competent information and clarification on a specific request.

Competence:

1. Regulatory legal acts:
Code "On Public Health and Healthcare System".
Law "On Social and Medical Pedagogical Correctional Assistance for Children with Disabilities".
Law "On Special Social Services".
Rules for conducting medical and social examination.

2. The Convention on the Rights of Persons with Disabilities.

3. Methods of social and medical-pedagogical correctional support for children with disabilities.
The procedure for providing state targeted social assistance
Types of state benefits for families with children, as well as other regulatory legal acts on the organization of social assistance to the population
.

Task 2:
Keeping records of citizens in need of special social services.

Skills and abilities:

1. Consult on legal, social and legal issues, medical care and protection of patients' rights in the field of health care.

2. Provide assistance in writing and processing various documents on

<p>Labor function 3: Providing medical and social and legal services</p>	<p>Task: Consulting clients on the provision of special social services</p>	<p>social and legal issues of medical care, rights in the field of health care.</p> <p>3. Participate in the implementation of programs and activities to improve legal culture and legal education of the population in the field of health care.</p> <p>4. Participate in events to support civil initiatives aimed at solving social, legal and other socially significant problems.</p> <p>5. Provide methodological assistance to social workers of the organization/unit in identifying problems and measures to assist in the provision of social and legal services to the supervised person (family).</p> <p>Competence:</p> <p>1. Citizen and individual rights to housing, work, social support, medical care, education, personal integrity.</p> <p>2. Basic rules for preparing documents for the implementation of individual rights to housing , work, social support, medical care, education.</p>
<p>Requirements to personal competencies</p>	<p>Work organization, communication skills, stress tolerance, teamwork, responsibility, result focus.</p>	
<p>Connection with other professions within SQF</p>	<p>7 level</p>	<p>Head of the department (division) of social assistance at home.</p> <p>Head of a structural unit (department, sector, group) of a social protection organization.</p>
<p>Connection with QD</p>	<p>Social worker for assessing and determining the need for special social services</p>	<p>Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations.</p>
	<p>Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be</p>	

Conditions (content and quality) of labor	established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Social work advisor (general profile) (Supervisor)"	
Code of profession	2635-9-001	
Name of profession	Social work advisor (general profile) (Supervisor)	
Other possible names of profession:	2635-3-004 Specialist of the social protection of population service; Supervisor for social work	
Qualification level according to SQF	6	
Qualification level for the profession according to the standard qualification characteristics of positions of managers, specialists and other employees of organizations, social protection and employment of the population	<p>Order of the Acting Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan of October 25, 2017 № 360 "On approval of the Standard Qualification Characteristics for the Positions of Senior Officials, Specialists and Other Employees of Social Protection and Employment Organizations" (registered in the Register of State Registration of Regulatory Legal Acts under № 16057).</p> <p>Specialist of the highest qualification level: of the highest category: higher (or postgraduate) education (social, pedagogical, medical) and work experience as a specialist of the highest level of qualification of the first category of at least 3 years; ; of the first category: higher (or postgraduate) education (social, pedagogical, medical) and work experience as a specialist of the highest level of qualification of the second category of at least 2 years; of the second category: higher (or postgraduate) education (social, pedagogical, medical) and work experience as a specialist of the highest level of qualification without a category of at least 1 year; without a category: higher (or postgraduate) education (social, pedagogical, medical) without specifying requirements to work experience.</p>	
Level of professional education	Higher (or postgraduate) professional education	
Labor functions:	Mandatory labor functions:	<p>Carries out its activities in social assistance departments at home, in organizations that provide special social services in conditions of temporary stay and residence to victims of domestic violence and victims of human trafficking;</p> <p>Interacts with specialists from bodies and</p>

		<p>organizations of social protection of the population, healthcare, education, organizations authorized to work with persons in difficult life situations;</p>
	<p>Additional labor functions:</p>	<p>Mentoring junior and less experienced social workers</p>
		<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Provides advisory services to children with disabilities, their legal representatives, elderly people and people with disabilities, victims of domestic violence, victims of human trafficking on the following issues: 2. Social and medical-pedagogical correctional support, child rights, social protection and rehabilitation of persons with disabilities; 3. Providing state social benefits, special state benefits, survivor benefits, targeted social assistance and various types of social payments; 4. Registration of guardianship, guardianship, determination in educational organizations, social protection institutions; 5. Civil, housing, family, labor, pension, criminal legislation, on issues of victims of domestic violence, victims of human trafficking; 6. Provides assistance in providing the contingent with technical auxiliary (compensatory) means and special means of transportation; 7. Ensures the provision of contingent with consultations from specialists of health care,

Labor function 1: activities in social assistance departments at home, in organizations providing special social services in conditions of temporary stay and residence to victims of domestic violence, victims of human trafficking;

Labor function 2: interaction with specialists from bodies and organizations of social protection of the population, healthcare, education, organizations authorized to work with persons in difficult life situations;

Task:

1. Advisory assistance to people in difficult life situations;
2. Contribute to the creation of the necessary conditions for overcoming difficult life situations, socialization and integration of people in need and their families, protection of their rights and interests in receiving the necessary special social services;

education, social protection authorities, legal services and other specialists;

8. Conducts training with specialists and social workers to explain legislation on social issues;
9. Participates in activities to create social assistance centers for families, shelters, youth, adolescent and children's centers, clubs working in day care and home care;
10. assists in resolving issues related to providing comprehensive assistance to populations in difficult life situations;
11. Contributes to the creation of the necessary conditions for overcoming difficult life situations, socialization and integration of people in need and their families, protects their rights and interests in receiving the necessary special social services;
12. Coordinates activities to provide special social services to people in need, attracts the necessary specialists to the implementation of special social services;
13. Ensures the development and implementation of an individual plan for working with recipients of special social services by the entity providing services in home care;
14. Conducts regular monitoring of services provided in home care settings, maintains a database and submits reports in the prescribed manner;
15. Applies advanced domestic and international

experience in the field of social protection in the organization;

16. Ensures compliance with rules and regulations of labor protection, safety and fire protection.

Competence:

1. Fundamentals of psychology, law, political science, pedagogy;
2. Social and psychological aspects of assistance to persons in difficult life situations;
3. Fundamentals of labor, housing, criminal, civil and pension legislation, the legal basis for the protection of motherhood and childhood;
4. Rights of the minors and pensioners;
5. Fundamentals of social guarantees and benefits established for persons with disabilities, war and labor veterans;
6. advanced and international experience in social work;
7. Ethical standards for the activities of a consultant;
8. Methods of providing psychological support;
9. Methodological materials on home care issues;
10. Main directions in the ongoing policy of social protection of the population;
11. Domestic and foreign experience on social service issues;
12. Order of the Minister of Emergency Situations of the Republic of Kazakhstan dated February 21, 2022 № 55 "On Approval of the Fire Safety Rules" (registered in the Register of State Registrations of

		Regulatory Legal Acts under № 26867).
Requirements to personal competencies	Analytical thinking, ability to work with large amounts of information. Patience and sociability, goodwill, integrity, selflessness, ethics, developed sense of intuition, observation and hard work, emotional-volitional stability.	
Connection with other professions within SQF	7 level	Department (division) head
Connection with QD	Social work advisor	Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Social psychologist"	
Code of profession	2634-9-004	
Name of profession	Social psychologist	
Qualification level according to SQF	6 (6.1., 6.2., 6.3.)	
Qualification level for the profession according to QD	I category psychologist: higher (or postgraduate) education in the relevant specialty and work experience as the II category psychologist of at least 2 years. II category psychologist: higher (or postgraduate) education in the relevant specialty and work experience as the psychologist without a category of at least 3 years. Psychologist: higher (or postgraduate) education in the relevant specialty without specifying requirements to work experience.	
Level of professional education	Higher vocational (or postgraduate) education	
		Skills and abilities: 1. Interact with various individuals and groups on issues of psych

ological assistance to clients.
2. Organize psychological support for clients in need of psychological help.
3. Provide psychological support to clients to overcome difficult life situations.
4. Provide a psychological impact on the social environment of client

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Labor function 1:
Providing psychological assistance to social groups and individuals (clients) in difficult life situations

Task 1:
Development of individual programs for psychological support of clients.
Task 2:
Creating a team and conducting programs for activating clients' personal resources and conducting group and individual consultations.

ological assistance to members of social groups in difficult life situations.

11. Maintain a database of clients.

12. Conduct paperwork and ensure the confidentiality of information received about the client.

Competence:
1. Modern directions, current problems

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8 .
Problems of socialization.
9 .
Features of personality development in an unfavorable social situation.
10.
Technology, methods and forms

of providing psychological assistance for socialization disorders.

11. Basics of psychological consultation.

12. Basics of organizing and conducting socio-psychological training.

Skills and abilities:

1. Select effective forms and methods of psychological training for

specialists of the interdepartmental group .

2 . Provide psychological training to specialists of the interdepartmental group .

3 . Develop training programs for specialists in providing psychological assistance.

4 . Advise individual specialists on working in

Labor function 2:

Preparation of interdepartmental groups to provide psychological assistance to social groups and individuals (clients)

Task 1:

Development of interdepartmental interaction programs jointly with specialists of other profiles.

Task 2:

Training of specialists and their psychological preparation

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		specialists from different departments.
		5 . Team work technology .
		6 . Methods for activating social , psychological and other resources.
		7 . Techniques for effective communication with specialists.
		8 . Conflictology and conflict resolution technologies.

Skills and abilities:

1 .

Conduct an analysis of applications and appeals from social authorities and organizations in order to receive psychological assistance.

2 .

Analyze and evaluate the performance of clients in accordance with standards and regulations in the

social
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Labor function 3:

Task 1:

activity.
6. Put into practice methods of adult education, individual and group work.
7. Assess the effectiveness of providing psychological assistance.
8. Critically evaluate feedback from recipients of psychological services.
9. Maintain documentation and official

Providing psychological assistance to employees of social sector bodies and organizations (clients).

Development of plans, coordination of forms and conditions for providing psychological assistance.

Task2:

Providing individual psychological assistance.

Task3:

Conducting psychological trainings, classes and consulting.

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assist
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Comp
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psych
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psych
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of
perso
nality
and
small
group
s.
2 .
Meth

odology of individual consultations and trainings.
3 . Organizational psychology
. 4 . Basic principles, types, strategies and tactics of negotiations.
5 . Basic theories of providing psychological assistance to organizational personnel.
6 . Requirements for document

flow in the field of personnel management, interdepartmental interaction, provision of services in the social sphere.

7. Modern standards requirements for the quality and conditions for the provision of services in psychology.

8. Store and operate personal

personal data.

Skills and abilities:

1 . Collect appeals and requests from the population, bodies and organizations of the social sphere to develop a plan and psychological educational programs.

2 . Develop and coordinate regulations with authorities and organizations in the

social
spher
e.

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4 .

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Labor function 4:
Organizing work to create the system of psychological education of population,

- Task1:
Development of a psychological education plan.
- Task2:
Preparation of a list of psychological services and the possibility of obtaining them.
- Task3:

active
meth
ods.
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Provi
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acces
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popul
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Creat
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educa
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Overc
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com
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ethnic
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religi
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employees of the bodies and organizations of social sphere

Development of recommendations for employees of social sector bodies and organizations on psychological education.

Task4:

Conducting group and individual information consultations on the possibility of obtaining psychological services.

barriers in conducting psychological educational.

8. Evaluate the effectiveness of psychological educational.

9. Be proficient in modern work technologies.

10. Maintain documentation and official correspondence.

Competence:

1. Problems solved by specific bodies

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Socia
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Natio
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life
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educa
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Famil
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psych
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couns
eling,
famil
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crises
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5 .
Problems of socialization, social adaptation and maladaptation, characteristics of the social environment.

6 .
Fundamentals of human and environmental safety .

7 .
Psychology of extreme situations, psychology of grief, loss, bereavement.

Requirements to personal competencies

Work organization, communication skills, stress tolerance, teamwork, responsibility, result focus

Head of the

Connection with other professions within SQF	7 level	Department of social development
Connection with QD	psychologist	Qualification directory of positions of managers, specialists and other employees
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Social worker for work with the convicts in the penitentiary system"	
Code of profession	2634-4-001	
Name of profession	Social worker for work with the convicts in the penitentiary system	
Qualification level according to SQF	6	
Qualification level for the profession according to QD, standard qualification characteristics of positions of managers, specialists and other employees of internal affairs organizations	Not available	
Level of professional education	Higher (or postgraduate) social, psychological, pedagogical education	
		Skills and abilities: 1. Determine the optimal list of social and

psychological rehabilitation measures and the order of their implementation.

2 . Evaluate the results of rehabilitation measures in accordance with the capabilities of the rehabilitator himself, his immediate environment and environmental resources.

3 . Show a positive

Labor function 1:

Providing social assistance, support and protection to convicts for the purpose of their correction and resocialization during the execution of criminal punishment, as well as adaptation to society after release.

Task 1:

Recommendations and assistance to the rehabilitator in organizing the rehabilitation environment, arranging his living space, overcoming socio-psychological barriers.

ve attitude, tolerance, and expressions emotional support to the rehabilitator and his legal representatives.

4 . Comply with the legal status of convicted persons.

5 . Independently put forward options for solving professional problems.

Competence:

1 . Regul

atory
legal
acts:
Conv
entio
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Right
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the
Child.
Law
of the
Repu
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Educ
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Law
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Repu
blic
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Kaza
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Socia
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Medi
cal
Pedag
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Corre
ctiona
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Assist
ance
for
Child
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with
Disab
ilities
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Law
of the
Repu
blic
of
Kaza

		<p>khstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhstan".</p> <p>2. Basic methods and methods of mediation and conflict resolution.</p>
<p>Requirements to personal competencies</p>	<p>Work organization, communication skills, stress tolerance, teamwork, responsibility, result focus.</p>	
<p>Connection with other professions within SQF</p>	<p>7 level</p>	<p>Consultant for the institution of the penitentiary system. Head of a structural unit.</p>

Connection with QD	Consultant of the institution of the penitentiary system. Head of a structural unit.	Not available
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Social worker for work with the convicts in the penitentiary system"	
Code of profession	2634-4-001	
Name of profession	Consultant of the institution of the penitentiary system	
Qualification level according to SQF	7	
Qualification level for the profession according to QD	Career advisor: higher (or postgraduate) education in the relevant specialty and work experience on specialty of at least 2 years.	
Level of professional education	Higher (or postgraduate) social, psychological, pedagogical education and work experience on specialty of at least 2 years.	
	<p>Skills and abilities:</p> <p>1. Develop resocialization programs and action plans (together with convicts, determine the goals, objectives of future work, methods, means, forms and stages of activity).</p>	

<p>Labor function 1: Programming and planning. Carrying out long-term diagnostic observations of patients.</p>	<p>Task 1: Setting goals and objectives of psychological and social research, conducting observations</p>	<ol style="list-style-type: none"> 2. Create an atmosphere of trust between convicts and social service specialists. 3. Conduct psychological and social research, coordinate the actions of the social service. 4. Draw up and prepare documents for approval with the obligatory participation of the convicted person and other persons interested in his fate. 5. Conduct observation. 6. Contribute to bringing the convicted person to law-abiding behavior. <p>Competence:</p> <ol style="list-style-type: none"> 1. Code of the Republic of Kazakhstan "Criminal Code of the Republic of Kazakhstan" (hereinafter referred to as the Criminal Code). 2. Specifics of conducting long-term social and psychological research. 3. Methodology for clinical observation. 4. Clinical, psychological, socio-psychological and pedagogical aspects of interaction.
	<p>Task 2: Organizational and executive</p>	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Conduct training, instruction, consulting, and organization of specific actions. 2. Provide assistance, support, stimulation, correction, organization of communication, socially useful activities. 3. Ensure interaction between convicts and specialists, coordination of cooperation, control and evaluation of the effectiveness of individual actions and stages of work. <p>Competence:</p> <p>1. Regulatory legal acts: Code "On Public Health and Healthcare System". Criminal Code. Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhtan".</p> <p>2. Principles for constructing a psychological, pedagogical and sociological conclusion.</p>
<p>Labor function 2:</p>	<p>Task 1: Selection of appropriate methods for conducting psychological and sociological examinations.</p>	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Provide social and psychological support to persons held in institutions of the penitentiary system. 2. Carry out a special system of measures: strengthening, maintaining, or restoring the living conditions of the "weakest" convicts and their risk groups, who, as a result of this weakness, experience special, different objective or subjective needs that complicate normal maintenance in institutions of the penitentiary system; preparation for life in freedom and post-penitentiary rehabilitation. <p>Competence:</p> <p>1. Regulatory legal acts: Constitution of the Republic of Kazakhstan. Criminal Code.</p>

Conducting a socio-psychological examination.		<p>2. Principles of selection of experimental-psychological pedagogical methods.</p> <p>3. Concepts of personality development, characteristics of psychopathology.</p>
	<p>Task 2: Diagnostics of life situation</p>	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Identify the causes (factors - determinants) that led to a difficult life situation, the commission of a criminal offense, conviction and detention in prison, conditions, circumstances and reasons for the emergence of new penitentiary and social problems; 2. Determine the degree of influence on the convicted person, as well as other characteristics of a particular individual, community, environment of the institution of the penitentiary system. <p>Competence:</p> <ol style="list-style-type: none"> 1. Regulatory legal acts: Code "On Public Health and Healthcare System". Criminal Code. Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhtan". 2. International code of ethics for social work and other regulatory documents on the organization of social services for prisoners.
Labor function 3: Consulting work with convicts in the penitentiary system.	<p>Task 1: Consulting, formation of a social support group.</p>	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Master the methods of professional counseling. 2. Know the methods of family counseling aimed at mobilizing the family's supporting resources. 3. Show a positive attitude towards the citizen, tolerance, and express emotional support. 4. Manage and control the processes of professional activity, argue and competently handle information. <p>Competence:</p> <ol style="list-style-type: none"> 1. Regulatory legal acts: Labor Code. Code "On Public Health and Healthcare System". Law of the Republic of Kazakhstan "On Social Protection of Persons with Disabilities in the Republic of Kazakhtan". 2. Methods and methods of mediation, conflict resolution.
Requirements to personal competencies	<p>Work organization, communication skills, stress tolerance, teamwork, responsibility, result focus.</p>	
Connection with other profe	<p>Head of the institution (organization)</p>	

ssions with SQF	8 level	
Connection with QD	Head of the institution (organization)	Qualification directory of positions of managers, specialists and other employees.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Consulting psychologist in the social sphere"	
Code of profession	2634-9-004	
Name of profession	Consulting psychologist in the social sphere	
Qualification level according to SQF:	6 (6.1., 6.2., 6.3.)	
Qualification level for the profession according to QD, standard qualification characteristics of positions of managers, specialists and other employees of internal affairs organizations	<p>I category psychologist: higher (or postgraduate) education in the relevant specialty and work experience as the II category psychologist of at least 2 years.</p> <p>II category psychologist: higher (or postgraduate) education in the relevant specialty and work experience as the psychologist without a category of at least 3 years.</p> <p>Psychologist: higher (or postgraduate) education in the relevant specialty without specifying requirements to work experience.</p> <p>Social work advisor: Specialist of the highest qualification level:</p> <p>of the highest category: higher (or postgraduate) education (social, pedagogical, medical) and work experience as a specialist of the highest level of qualification of the first category of at least 3 years;</p> <p>of the first category: higher (or postgraduate) education (social, pedagogical, medical) and work experience as a specialist of the highest level of qualification of the second category of at least 2 years;</p> <p>of the second category: higher (or postgraduate) education (social, pedagogical, medical) and work experience as a specialist of the highest level of qualification without a category of at least 1 year;</p> <p>without a category: higher (or postgraduate) education (social, pedagogical, medical) without specifying requirements to work experience.</p>	
Level of professional education	Higher (or postgraduate) psychological education and work experience in the type of economic activity corresponding to the organization's profile of at least 5 years	
		<p>Skills and abilities:</p> <p>1. Prepare interdepartmental teams to provide</p>

psychological assistance to social groups and individuals.
2. Develop programs to increase psychological security and prevent psychological ill-being of the population.
3. Select effective forms and methods of psychological training of specialists of the interdepartmental team in accordance with the assigned tasks.

Task 1:
Development, together with specialists of other profiles, of interdepartmental interaction programs.

Competence:
1. Principles and foundations of personality psychology.
2. Principles of psychotherapy and psychological counseling.
3 .
Technologies for working in a team, organizing the activities of specialists from different departments.

Labor function 1:

Preparation of interdepartmental teams to provide psychological assistance to social groups and individuals.

4. Methods for activating social, psychological and other resources for preparing interdepartmental teams.

Task 2

Consulting interdepartmental team specialists on providing psychological assistance to clients.

Skills and abilities:
1. Correctly select and use modern means and psychotechnologies when solving specific psychological problems in clinical psychology.
2. Make the right choice that corresponds to the client's request and problem.
3. Choose directions and technology of psychological influence.

Competence:
1. Psychological properties and states of clients.
2. Basic modern concepts of psychological counseling.
3. Techniques for effective

		<p>communication with specialists. 4 . Requirements of professional ethics.</p>
	<p>Task 1: Determination of psychological criteria for compliance of the population's living environment with their needs and capabilities.</p>	<p>Skills and abilities: 1. Identify and evaluate psychological risks, factors of social and psychological tension. 2 . Summarize the data obtained and develop, on their basis, psychological recommendations for minimizing negative phenomena. 3. Argue your position . Competence: 1. Social psychology, psychology of small groups. 2 . Psychology of crisis states. 3 . Psychology of extreme situations, psychology of grief, loss, bereavement. 4. National, ethnocultural</p>

Labor function 2:
Organization of monitoring of psychological safety and comfort of the population's living environment.

and religious characteristics and folk traditions of the population.
5. Family psychology, family counseling, family crises .

Skills and abilities:
1. Assess risks and factors of social and psychological tension.
2. Develop materials based on the results of monitoring the psychological safety and comfort of the population's living environment.
3. Conduct individual and group counseling on the problems of reducing tensions discovered during the analysis of the results of monitoring the psychological safety and comfort of the population's living environment.

Task 2:

Monitoring the psychological safety and comfort of the population's living environment and analyzing the data obtained.

4. Carry out preventive work to reduce social and psychological tension, taking into account data from monitoring the psychological safety and comfort of the population's living environment.

Competence:

1. Family psychology, family counseling, family crises .

2. Problems of socialization, social adaptation, characteristics of the social environment.

3 . Psychology of crisis states.

4. National, ethnocultural and religious characteristics and folk traditions of the population.

Skills and abilities:

1. Develop group work programs for psychological

Labor function 3:
Development of individual
programs for psychological

Task 1:
Creating a team and conducting programs to activate clients' personal resources, including on an interdepartmental basis.

1 support of clients.
2. Develop programs to provide psychological assistance to members of social groups who find themselves in difficult life situations, with the participation of specialists on an interdepartmental basis.

Competence:

1 . Psychology of crisis conditions (concepts, approaches, factors, methods and techniques of work), riskology, psychology of grief, loss, bereavement.

2 . Psychology of extreme situations (approaches, problems, types of assistance, consequences).

3 . Psychology of small groups (types, relationships in small groups,

support of clients, including using resources from various sources.	pressure in the group).
	<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. Use modern technologies for working with information databases and other information systems to resolve customer issues. 2. Store and process personal data of clients. <p>Competence:</p> <ol style="list-style-type: none"> 1. Problems of socialization (concepts, approaches, signs of socialization disorders, consequences, types of assistance). 2. Technologies, methods and forms of providing psychological assistance for socialization disorders. 3. Basics of organizing and conducting psychological training (methodology, conduct,
<p>Task 2: Organizing psychological support for clients in need of psychological help.</p>	

		results, consequences).
	<p>Task 1: Dissemination of information about the role of psychological factors in maintaining and maintaining mental and physical health.</p>	<p>Skills and abilities: 1. Use modern technologies for working with information databases and other information systems to resolve customer issues. 2. Store and process personal data of clients.</p> <p>Competence: 1. Ways and methods of forming scientific attitudes and ideas about psychological science and practical psychology (psychologization of society). 2. Principles of the influence of psychological factors on a person's mental and physical health.</p>
		<p>Skills: 1. To form a sustainable need for the application and use of psychological knowledge</p>

Labor function 4:

Organizational activities to create a system of psychological education of the population, employees of bodies and organizations of the social sphere.

Task 2:

Development of recommendations for employees of social sector bodies and organizations on psychological education.

for the purpose of mental harmonization of the micro- and macroenvironment.

2. Be proficient in modern technologies for working with information, network resources, information systems and programs.

3. To create a sustainable need for the application and use of psychological knowledge for the purposes of one's own development.

Competence:

1. Problems solved by specific bodies and organizations in the social sphere.

2. Modern approaches and trends in preserving and strengthening mental health at the level of the individual and society.

3. National and regional

		features of everyday life and family education (folk traditions, ethnocultural and religious features of education).
Requirements to personal competencies	Work organization, communication skills, stress tolerance, teamwork, responsibility, result focus	
Connection with other professions within SQF	7 level	Head of the structural unit. Department (division) head of the institution (organization).
Connection with QD	Head of the structural unit. Department (division) head of the institution (organization).	Typical qualification characteristics of positions of managers, specialists and other employees of social protection and employment organizations.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	"Consulting psychologist in the social sphere (forensic)"	
Code of profession	2634-9-004	
Name of profession	Consulting psychologist in the social sphere (forensic)	
Qualification level according to SQF	6 (6.1., 6.2., 6.3.)	
Qualification level for the profession according to QD	I category psychologist: higher (or postgraduate) education in the relevant specialty and work experience as the II category psychologist of at least 2 years. II category psychologist: higher (or postgraduate) education in the relevant specialty and work experience as the psychologist without a category of at least 3 years. Psychologist: higher (or postgraduate) education in the relevant specialty without specifying requirements to work experience.	

	Career advisor: higher (or postgraduate) education in the relevant specialty and work experience on specialty of at least 2 years.	
Level of professional education	Higher (postgraduate) psychological education and work experience on specialty of at least 2 years.	
		<p>Skills and abilities:</p> <ol style="list-style-type: none"> 1 . Develop programs to increase psychological security and prevent psychological ill-being of the population. 2 . Preparing persons for a court hearing. 3 . Diagnostic work to identify individual psychological characteristics

cteristics.
4 . Psychodiagnostic conclusion.
5 . Assessing the psychological state and drawing up a personal portrait (according to the judge's request).
6 . Application of the requirements of rules and regulations on occupational safety and health.

Competence:

1 .
Know
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of the
princi
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and
found
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of
perso
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psych
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2 .
Regul
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peculi
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psych
ology

3 .
Princi
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Task 1:

Cooperation with representatives of all bodies responsible for development, education, socialization of people of different ages.

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Socia
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psych
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psych
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of
small
group
s.

7 .
Psych
ology
of
crisis
states.

8 .
Psych
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Labor function 1:
Organization and provision
of psychological services
to people of different ages
and social groups.

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extre
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situati
ons,
psych
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o f
grief,
loss,
berea
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ethno
cultur
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popul
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Famil
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Skills
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Asses

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risks
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social
and
psych
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based
on the
result
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monit
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the
psych
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safety
and
comf
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the
popul
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3 .
Conduct
indivi
dual
and
group
couns
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on the
probl
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of
reduc
ing

Task 2:
Monitoring the psychological safety and comfort of the population's living environment and analyzing the data obtained.

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discovered
during the
analysis of
the results
of monitoring
the psychological
safety and
comfort of
the population's
living environment.
4 .
Carry out
preventive
work to
reduce
social and
psychological
tension,
taking into
account
data from
monitoring
the

psychological safety and comfort of the population's living environment.

Competence:

1 . Family psychology , family counseling, family crises

2 . Problems of socialization , social adaptation, characteristics of the social environment.

3 . Psychology of

crisis states.
4 .
National, ethnocultural and religious characteristics and folk traditions of the population.

Skills and abilities:
1 .
Develop work programs for psychological support of clients (minorities).
2 .
Develop programs to provide psychological assistance to

members of social groups who find themselves in difficult life situations, with the participation of specialists on an interdepartmental basis.

3 . Close interaction with legal representatives of minors (parents, guardians, trustees).

Competence:
1 . Regulatory legal acts:

Task 1:

Creating a team and conducting programs to activate clients' personal resources, including on an interdepartmental basis.

Constitution of the Republic of Kazakhstan.
Criminal Code. Code of the Republic of Kazakhstan "On administrative offenses".
2. Psychology of crisis conditions (concepts, approaches, factors, methods and techniques of work), psychology of grief, loss, berea

Labor function 2:
Development of individual programs for psychological support of clients, including using resources from various sources.

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Psych
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probl
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Psych
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types,
relati
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group
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press
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the
group
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Skills
and
abiliti
es:

1 .
Use
mode
rn
techn
ologi
es for
worki
ng
with

information
databases
and
other
information
systems to
resolve
customer
issues

2 .
Store
and
process
personal
data
of
clients.

Competence:

1 .
Problems
of
socialization
(
concepts,
approaches,
signs
of
socialization
disorders,
consequences,
types

Task 2:

Organization of psychological support for clients in need of psychological assistance. Psychology of crisis conditions (concepts, approaches, factors, methods and techniques of work), psychology of grief, loss, bereavement.

3. Psychology of extreme situations (approaches, problems, types of assistance, consequences).

4. Psychology of small groups (types, relationships in small groups, pressure in the group).

		of assist ance). 2 . Tech nolog ies, meth ods and forms of provi ding psych ologi cal assist ance for social izatio n disor ders. 3 . Basic s of organ izing and condu cting psych ologi cal traini ng (meth odolo gy, condu ct, result s , conse quenc es).
Requirements to personal competencies	Work organization, communication skills, stress tolerance, teamwork, responsibility, result focus.	
		Caree r

Connection with other professions within SQF	7 level	advisor. Head of the structural unit of the institution (organization)
Connection with QD	Career advisor. Head of the structural unit of the institution (organization)	Qualification directory of positions of managers, specialists and other employees.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	
Card of profession	Consulting psychologist in the social sphere (forensic)	
Code of profession	2634-9-004	
Name of profession	Consulting psychologist in the social sphere (forensic)	
Qualification level according	7	

t o SQF	
Quali ficati on level for the profe ssion accor ding to QD	<p>I category psychologist: higher (or postgraduate) education in the relevant specialty and work experience as the II category psychologist of at least 2 years.</p> <p>II category psychologist: higher (or postgraduate) education in the relevant specialty and work experience as the psychologist without a category of at least 3 years.</p> <p>Psychologist: higher (or postgraduate) education in the relevant specialty without specifying requirements to work experience.</p> <p>Career advisor: higher (or postgraduate) education in the relevant specialty and work experience on specialty of at least 2 years.</p>
Level of profe ssion al educa tion	<p>Higher (postgraduate) psychological education and work experience on specialty of at least 5 years.</p>
	<p>Task 1: Dissemination of information about the role of psychological factors in maintaining and maintaining mental and physical health.</p> <p>Skills and abilities: 1. Use modern technologies for working with information databases and other information systems to resolve customer issues. 2. Store and process personal data of clients. 3. Prepare psychological information for stands and court websites.</p> <p>Competence: 1. Ways and methods of forming scientific attitudes and ideas about psychological science and practical psychology (psychologization of society). 2. Principles of the influence of psychological</p>

<p>Labor function 1: Organizational activities to create a system of psychological education.</p>	<p>Task 2: Development of recommendations for employees of social sector bodies and organizations on psychological education.</p>	<p>factors on a person's mental and physical health.</p> <p>3. Requirements of rules and norms of safety and labor protection.</p> <p>Skills and abilities:</p> <ol style="list-style-type: none"> 1. To form a sustainable need for the application and use of psychological knowledge for the purpose of mental harmonization of the micro- and macroenvironment. 2. Be proficient in modern technologies for working with information, network resources, information systems and programs. 3. To form a sustainable need for the application and use of psychological knowledge for the purposes of one's own development. 4. Independently determine the goals of professional activity. <p>Competence:</p> <ol style="list-style-type: none"> 1. Problems solved by specific bodies and organizations in the social sphere. 2. Modern approaches and trends in preserving and strengthening mental health at the level of the individual and society. 3. National and regional features of everyday life and family education (
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		folk traditions, ethnocultural and religious features of education).
Requirements to personal competencies	Work organization, communication skills, stress tolerance, teamwork, responsibility, result focus	
Connection with other professions within SQF	8 level	Head of the institution (organization).
Connection with QD	Head of the institution (organization)	Qualification directory of positions of managers, specialists and other employees.
Conditions (content and quality) of labor	Place of work, working hours, rest time, duration of labor holidays, conditions of remuneration and other working conditions shall be established in labor and collective agreements in accordance with the labor legislation of the Republic of Kazakhstan.	