

## COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

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| <b>Skills Domain</b>                                                                                                                                     | Psychosocial                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Skills Category</b>                                                                                                                                   | Relationship & Emotional Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Skills Standard Title</b>                                                                                                                             | Support Clients in Distress                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Skills Standard Descriptor</b>                                                                                                                        | Provide support to clients and family members when they are distressed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Skills Proficiency Level</b>                                                                                                                          | Level 1<br><i>(Previously 'Basic II' under CCSSF)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Source Code</b>                                                                                                                                       | CCSSF-P-RAES-2002-1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Knowledge</b><br><i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i> | <p>Underpinning Knowledge:</p> <ul style="list-style-type: none"> <li>• Understanding Grief and Bereavement</li> <li>• The difference between counselling and providing emotional support</li> <li>• Ways to provide emotional support which may include: <ul style="list-style-type: none"> <li>○ Listening</li> <li>○ Being empathetic</li> <li>○ Respond to client appropriately</li> </ul> </li> <li>• Understanding physical, emotional and financial distress, including: <ul style="list-style-type: none"> <li>○ Definition of physical, emotional and financial distress</li> <li>○ Signs and signals of various distress</li> <li>○ Sources of emotional distress, which can be: <ul style="list-style-type: none"> <li>– Grief</li> <li>– Bereavement</li> <li>– Anger</li> <li>– Caregiver stress</li> <li>– Relationship conflicts</li> </ul> </li> </ul> </li> <li>• Methods to support clients and their family members in distress <ul style="list-style-type: none"> <li>○ Listen</li> <li>○ Feedback situation to organisation</li> <li>○ Allowing clients and their family members to verbalise in a non-judgmental manner</li> </ul> </li> <li>• Organisational process to escalate situations of distress</li> </ul> |

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|                                                                                                                                                                                                                  | <p>that clients and family members may face</p> <ul style="list-style-type: none"> <li>• Ethical principles and legal limits to maintain limits of confidentiality</li> <li>• Legal requirements to breach confidentiality, which may include: <ul style="list-style-type: none"> <li>○ Harm to self or others</li> <li>○ Suicide ideation</li> </ul> </li> <li>• Organisational guidelines, ethical principles and legal limits that guides supporting clients in distress</li> <li>• Relevant legal and/or industrial requirements in relation to support care functions, which may include: <ul style="list-style-type: none"> <li>○ Implementation Guide to Guidelines for Home Care (Agency for Integrated Care, Singapore)</li> <li>○ Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore)</li> <li>○ Workplace Safety and Health Guidelines (Workplace Safety and Health Council)</li> <li>○ National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry of Health)</li> <li>○ Allied Health Professions Council (AHPC) guidelines on supervision and delegation of tasks to therapy support staff</li> </ul> </li> </ul> |
| <p><b>Ability</b><br/> <i>This refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i></p>                    | <p>The ability to:</p> <ul style="list-style-type: none"> <li>• Identify when their client and their family members are emotional and distressed</li> <li>• Use appropriate method to support clients and their family members experiencing emotions and distress</li> <li>• Engage clients and family members in distress in a supportive manner</li> <li>• Report the state of distress to supervisor so that client and family members are monitored</li> <li>• Maintain confidentiality of the situation and support provided</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <p><b>Person Centred Care</b><br/> <i>This refers to having a person centred care mind set to drive the care giver to respect and recognise the decisions/choices of the person they are taking care of.</i></p> | <p>Underlying principles:</p> <ul style="list-style-type: none"> <li>• Treating clients with dignity and respect by being aware of and supporting personal perspectives, values, beliefs, culture and preferences; respecting their privacy while encouraging independence of the individual; and listening to each other and working in partnership to design and deliver services</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p><b>Performance Outcome</b><br/> <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i></p>                                                                    | <p>The support care staff is able to:</p> <ul style="list-style-type: none"> <li>• Engage clients and family members in a supportive manner, within legal, ethical and organizational guidelines, when distress is noticed.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

