

## COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

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| <b>Skills Domain</b>                                                                                                                                     | Psychosocial                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Skills Category</b>                                                                                                                                   | Relationship and Emotional Support                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Skills Standard Title</b>                                                                                                                             | Provide Para Counselling*                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Skills Standard Descriptor</b>                                                                                                                        | Engaging clients to provide emotional support to facilitate their mental well-being and their ongoing relationships with family members/caregivers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Skills Proficiency Level</b>                                                                                                                          | Level 3<br><i>(Previously 'Advanced' under CCSSF)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Source Code</b>                                                                                                                                       | CCSSF-P-RAES-4003-1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <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>• Key considerations for para-counsellors <ul style="list-style-type: none"> <li>○ Definition of the para-counselling relationship</li> <li>○ Ways to build connection</li> <li>○ Importance of supervision</li> </ul> </li> <li>• Factors affecting para counselling such as: <ul style="list-style-type: none"> <li>○ Self-awareness</li> <li>○ Cultural background</li> <li>○ Religious/spiritual beliefs</li> <li>○ Familial background</li> </ul> </li> <li>• Genogram and how it is used in para counselling</li> <li>• Introduction to Models &amp; theories of counselling, which may include: <ul style="list-style-type: none"> <li>○ Cognitive behavioral therapy</li> <li>○ Family therapy</li> <li>○ SATIR Model</li> <li>○ Mental Health First Aid</li> <li>○ Emotional CPR</li> <li>○ Egan's Model</li> <li>○ WRAP Model</li> <li>○ Grief &amp; Loss Issues</li> <li>○ Solution-focused Brief Therapy (SFBT)</li> </ul> </li> <li>• Counselling &amp; communication techniques: <ul style="list-style-type: none"> <li>○ Attending and listening skills</li> <li>○ Responding and questioning skills</li> </ul> </li> </ul> |

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|                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>○ Reflecting and paraphrasing skills</li> <li>○ Problem-solving skills</li> <li>○ Rapport building skills</li> </ul> <ul style="list-style-type: none"> <li>● Follow organisational policies to document issues arising from para-counselling, which can be: <ul style="list-style-type: none"> <li>○ Sensitive information raised (suicidal/self harm)</li> <li>○ Presenting problem</li> <li>○ Transforming pattern</li> <li>○ Outcome</li> <li>○ Action Plan</li> </ul> </li> <li>● Ethical principles and legal limits guiding para-counselling, such as: <ul style="list-style-type: none"> <li>○ Code of Ethics for Counsellors (Singapore Association for Counselling)</li> </ul> </li> <li>● Organisational guidelines, ethical principles and legal limits in providing paracounselling</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> |
| <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>The ability to:</p> <ul style="list-style-type: none"> <li>● Explain their role as a para-counsellor</li> <li>● Explain models &amp; theories that support para-counselling</li> <li>● Engage client in para-counselling</li> <li>● Complete documentation process</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <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>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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

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| <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>The support care staff is able to:</p> <ul style="list-style-type: none"> <li>• Use effective listening and questioning skills to provide emotional support to clients and to report relevant information that impacts the clients' condition</li> </ul> |