

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Care Coordination
Skills Category	Services Coordination
Skills Standard Title	Provide Coordinated Services for Clients
Skills Standard Descriptor	Provide coordination for service delivery to clients
Skills Proficiency Level	Level 2 (Previously 'Intermediate' under CCSSF)
Source Code	CCSSF-CC-SC-3003-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Network of health and social care partners • Types of schemes and grants available to support clients • Relevant documentation, procedures and forms • Importance of following-up on applications to ensure schemes/grants are completed • Ways to follow up with clients/family members and documenting outcomes • Organisational Standard Operating Procedures (SOP), ethical principles and legal are met and maintained when coordinating services for clients • Organisational guidelines and policies relating to : ○ Providing coordination for service delivery to clients ○ Relevant documentation and forms required • Relevant legal and/or industrial requirements in relation to support care functions, which may include: ○ Implementation Guide to Guidelines for Home Care (Agency for Integrated Care, Singapore) ○ Implementation Guide to Guidelines for Centre-Based Care (Agency for Integrated Care, Singapore)

	○ Workplace Safety and Health Guidelines (Workplace Safety and Health Council) ○ National Infection Prevention and Control Guidelines for Long-Term Care Facilities (Ministry of Health) ○ Allied Health Professions Council (AHPC) guidelines on supervision and delegation of tasks to therapy support staff
Ability <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>	The ability to: • Complete the correct documents for services required • Make appropriate appointments • Follow-up with agencies on outcome of services or schemes referred • Follow-up with client and caregiver on recommendations by supervisory staff • Coordination of services for client adheres to organisational guidelines and legal requirements
Person Centred Care <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>	Underlying principles: • 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
Performance Outcome <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>	The support care staff is able to: • Coordinate services for client, identifying the various partners involved and following-up with the client and caregiver on the progress of the services identified.