

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Care Coordination
Skills Category	Services Coordination
Skills Standard Title	Advocate for Client*
Skills Standard Descriptor	Make representations on behalf of client to meet their needs
Skills Proficiency Level	Level 3 <i>(Previously "Advanced" under CCSSF)</i>
Source Code	CCSSF-CC-SC-4004-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Application of person-centred approach when working with clients • Knowledge of advocacy, such as: ○ Forms and types of advocacy ○ Limits of advocacy • Ethical principles and legal limits guiding advocacy for the client • Schemes and resources available for advocacy • Communication skills to promote advocacy, such as: ○ Questioning and listening skills to draw out the clients' desires and wishes ○ Influencing and presentation skills to advocate effectively • Emotional competence to communicate in such a sensitive situation • Safety considerations when managing behaviours of concern, such as: ○ Respect for the client is maintained while using restraint • Ethical principles and legal limits guiding the process of advocating for clients, such as when: ○ Client lacks mental capacity ○ There are differing views on what is to be carried out • Organisational guidelines and policies relating to advocating for clients: ○ Highlight possible plans to ensure possibility of meeting the needs of client

	○ Taking ownership to advocate for the client ○ Make recommendations to supervisor that are aligned to client preferences (or the caregiver/proxy when client lacks mental capacity) ● 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: ● Take ownership to advocate for the client ● Identify clients' preferences ● Highlight possible plans to supervisor on how the needs and wants of the client can be met ● Communicate with various stakeholder when advocating for client
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 ● Respect the decisions and choices of the client, within legal limits, ethical considerations and organizational guidelines
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: ● Present the identified preferences of the client to various stakeholders