

## COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

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| <b>Skills Domain</b>                                                                                                                                     | Care Coordination                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Skills Category</b>                                                                                                                                   | Programme Implementation and Evaluation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Skills Standard Title</b>                                                                                                                             | Conduct Programme Evaluation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Skills Standard Descriptor</b>                                                                                                                        | Identify strengths and weaknesses of programmes and its' activities for implementation and improvement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Skills Proficiency Level</b>                                                                                                                          | Level 3<br><i>(Previously 'Advanced under CCSSF')</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Source Code</b>                                                                                                                                       | CCSSF-CC-PIAE-4002-1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <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>• The objectives of programmes and the types of common activities within a programme</li> <li>• Process of programme evaluation, which may include: <ul style="list-style-type: none"> <li>○ Planning <ul style="list-style-type: none"> <li>- Context/Input/Process/Product (CIPP) Model</li> <li>- Logic Model</li> </ul> </li> <li>○ Data Collection <ul style="list-style-type: none"> <li>- Questionnaire</li> <li>- Focus Group Discussions</li> <li>- Data Mining</li> <li>- Interviews</li> </ul> </li> <li>○ Data Analysis <ul style="list-style-type: none"> <li>- Qualitative Analysis</li> <li>- Quantitative Analysis</li> <li>- Cost Benefit Analysis</li> <li>- SWOT Analysis</li> <li>- Analysis of QA processes</li> </ul> </li> <li>○ Document Findings</li> <li>○ Presenting/Disseminating Findings</li> <li>○ Feedback findings into the programme for improvement</li> </ul> </li> <li>• Facilitation &amp; Presentation skills <ul style="list-style-type: none"> <li>○ Group dynamics</li> <li>○ Data collection and analysis</li> <li>○ Report writing</li> </ul> </li> <li>• Importance of feedback to ensure objectives of programme is met</li> </ul> |

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|                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Organisational guidelines and policies relating to : <ul style="list-style-type: none"> <li>○ Conducting programme implementation</li> </ul> </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>• Assess if activities of the programme is aligned to the needs of the client</li> <li>• Identify relevance of activities suggested</li> <li>• Identify the strength and weaknesses of identified programmes</li> <li>• Evaluation of programmes for improvement</li> <li>• Provide suggestions for improvements to programme partners based on the evaluation outcome</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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <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>• Evaluate a programme systematically, present their findings, and propose improvement for the programme</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |