

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Administration and Operations
Skills Category	Stock Taking and Inventory
Skills Standard Title	Perform Stock Control and Inventory Housekeeping
Skills Standard Descriptor	Check for stocks adequacy and assist with inventory maintenance. Report discrepancy and mismanagement
Skills Proficiency Level	Level 1 (Previously 'Basic II' under CCSSF)
Source Code	CCSSF-AAO-STAI-2001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • The importance of stock taking and inventory housekeeping. • Reasons for stock taking, which may include (not limited to): ○ Uncover theft ○ Highlight damaged stock, unprocessed or missing orders ○ Track product performance ○ Improve stock ordering process ○ Track for usage/consumptions • Items used in stock taking, which may include (not limited to): ○ Bar code reader ○ Count cards ○ Count sheets • Types of safety equipment to be used to take stock, which may include (not limited to): ○ Gloves ○ Gowns/Aprons ○ Surgical masks ○ Respiratory masks ○ Head coverings ○ Shoes coverings • The use of automated inventory systems to keep track of inventory and usage. • The advantages of using the following for inventory items. ○ Barcodes ○ Radio Frequency identification (RFID) tags • Organizational policies and procedures in relating to: ○ Replenish supplies and consumables

	○ Use safety equipment ○ Take stock i.e. first-in-first-out and last-in-first-out ○ Stock take equipment ○ Stock discrepancies ○ Stock management ○ Stock take documentation ○ Housekeeping ○ Seek verification on instructions from qualified healthcare personnel • Organizational safety and health requirements on stock taking. • Definition of stock discrepancies. • Types of record keeping errors, which may include (not limited to): ○ Counting errors ○ Data entry errors ○ Inaccurate documentation • Types of handling errors, which may include (not limited to): ○ Items stored in wrong locations ○ Damaged stock not reported ○ Incorrect number of items being picked ○ Items given wrong code numbers • Methods to handle stock discrepancies and mismanagement. Which may include (not limited to): ○ Maintain a record of stocks and their locations ○ Place similar stocks together ○ Establish adequate procedures and systematic way to train staff ○ Record all stock movements ○ Report to supervisor ○ Continuously investigate other causes of discrepancies • Types of stock-take documentation, which may include (not limited to): ○ Inventory list ○ Delivery order ○ Purchase invoices ○ Last few invoices • Organizational policies relating to: ○ Prepare stock take equipment and documentation ○ Use of safety equipment ○ Replenish supplies and consumables ○ Take stock ○ Handle stock discrepancies and mismanagement ○ Update stock-take documentation ○ Acquire and seek verification on instructions from qualified healthcare personnel ○ Perform housekeeping after stock take ○ Return stock take equipment and documentation to its original place ○ Keeping of minimum stock count for Personal Protective
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	Equipment for outbreaks etc. • Relevant legal and/or industrial requirements in relation to support the stock control and housekeeping, 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: • Prepare stock take equipment and documentation in accordance to the organizational policies and procedures. • Use proper safety equipment (e.g. hard hats) in accordance to the manufacturer's specifications and organizational policies and procedures. • Replenish supplies and consumables at regular intervals in accordance to the organizational policies and procedures. • Take stock in accordance to the organizational policies and procedures and safety and health requirements. • Report stock discrepancies and mismanagement in according to organizational policies and procedures. • Update stock-take documentation in according to organizational policies and procedures. • Acquire and seek verification on instructions from qualified healthcare personnel in accordance to the organizational policies and procedures. • Perform housekeeping after stock take in accordance to the organizational policies and procedures • Return stock take equipment and documentation to its original place in accordance to the organizational policies and procedures.
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 respecting by being aware of the 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	The support care staff is able to:

Outcome <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>	• Perform stock control and housekeeping; • Report stock discrepancies; • Report stock mismanagement ; • All in accordance to the organizational policies and procedures.
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