

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skill Domain	Administration and Operations
Skill Category	Workplace Information Technology
Skill Standard Title	Apply Computer Software Tools*
Skill Standard Descriptor	Use available software features to create and edit documents, customize templates and for data entry, accessing, viewing, retrieving, printing, editing and uploading documents
Proficiency Level	Level 2 (Previously 'Intermediate' under CCSSF)
Source Code	CCSSF-AAO-WII-3002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Different types of software tools used by support care staff, which may include: ○ Word processing ○ Presentation ○ Data tracking ○ Data storage ○ Attendance taking ○ Medical records ○ Emails • Application of computer software, which may include: ○ Sending emails ○ Documenting instructions ○ Managing data • Organisational policies and procedures relating to: ○ Process documents ○ Communicate with stakeholders ○ Produce publications and reports ○ Manage data ○ Secure information in computers ○ Address contingencies in relation to software applications • Relevant stakeholders in relation to computer software support, which may include: ○ IT personnel ○ Finance personnel ○ Admin personnel ○ Technical support personnel (internal and external) • Legal requirements, which may include: ○ Personal Data Protection Act ○ Workplace Safety and Health Act ○ Cyber Security treat • Relevant legal and/or industrial requirements in relation to support manage inventory, 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: • Process documents to achieve organisational objectives in accordance with organisational policies and procedures • Communicate with stakeholders in accordance with organisational policies and procedures • Produce reports in accordance with organisational policies and procedures • Manage data in accordance with organisational policies and procedures • Secure information in computers in consultation with relevant stakeholders and experts • Address contingencies in relation to software applications in accordance with organisational policies and procedures • Manage professional image when using computer applications in accordance with organisational 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 respect 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. • Treating clients' personal information with confidentiality and taking precautions on data protection regulations so as not to disclose any client data or organisational information to the public.
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: • Apply computer software tools in accordance to organisation's requirements • Process documents to achieve organisational objectives • Produce reports • Manage data • Secure information in computers