

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Administration and Operations
Skills Category	Workplace Safety
Skills Standard Title	Identify and mitigate workplace hazards and risks
Skills Standard Descriptor	Assess risk as part of a team to minimize likelihood of workplace hazards and risks
Skills Proficiency Level	Level 2 (Previously 'Intermediate' under CCSSF)
Source Code	CCSSF-AAO-WS-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: • Potential sources of risks in workplace, which may include (not limited to): ○ National emergencies, e.g.: Pandemic outbreaks ○ Environmental hazards ○ Building and equipment maintenance ○ Security systems ○ Medication errors ○ Use of restraints ○ Clinical risks to healthcare professionals ○ Confidentiality of clients' personal data ○ Occupational health and workplace safety • Risk control implementation policies and procedures for identified risk areas. • Contingency plans for risks that cannot be avoided or prevented. • The organisation's risk management framework, including (not limited to): ○ Nomination of risk assessment champions ○ Risk assessment for every work activity ○ Implementation plan to manage identified risks ○ Engage MOM-approved WSH auditor to assess and manage risk • The organisation's Business Continuity Plan to restore the operation of the organisation in the event of disruptions. • Risk management model. • Risk event identification techniques. • Internal and external factors influencing risks. • Potential, inherent and residual risks.

	• The importance to document and analyse incidents and outcomes as part of continuous improvement and risk mitigation planning. • Ways to anticipate risks and prevent problems that can reduce the effectiveness of the organisation's programme and services. • Organisational policies and procedures in relation to: ○ Risk control measures ○ Risk control activities ○ Scope of risk ○ Risk assessment ○ Analyse incident and outcomes ○ Restore business operation in event of disruption • Provisions of National Infection Prevention and Control Guidelines for Long Term Care Facilities (2018), which may include (not limited to): ○ Use of personal protective equipment ○ Hygiene practices ○ Handling patients with infection ○ Cluster ○ Hand hygiene • Relevant legal and/or industrial requirements in relation to support risk assessment, 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: • Identification of risks at workplace in accordance to organizational policies and procedures. • Establish risk contexts to define scope of risk in accordance to organizational policies and procedures. • Identify and report risk assessments in accordance to organizational policies and procedures. • Identify and report workplace hazards in accordance to organizational policies and procedures. • Mitigate workplace hazards in accordance to organizational policies and procedures. • Perform risk control activities in accordance to organizational policies and procedures. • Resume workplace activities in the event of disruptions in accordance to organizational policies and procedures. • Review risks in accordance to organizational policies and procedures. • Document risks identified and control activities in accordance to

	organizational policies and procedures. • Conduct sharing of risks examples/situations to team members.
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
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: • Identify and mitigate workplace hazards and risks • Manage potential risks at workplace • Report to the relevant authorities so as to ensure the safety of clients, caregivers, staff and the organisation