

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Teamwork
Skills Standard Title	Work in a Team
Skills Standard Descriptor	Encourage team members to participate and support each other at work.
Skills Proficiency Level	Level 1 <i>(Previously 'Basic I' under CCSSF)</i>
Source Code	CCSSF-IIS-T-1001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Individual and team role within a team, which may include: ○ Team functions at workplace ○ Individual and team work duties and timing ○ Engagement with responsible care receivers ○ Engagement with responsible care receivers' next-of-kin ○ Individual areas of support to team ○ Areas of collaboration between team members • Purpose of work team formation and organisation goals, which may include: ○ Organisation goals ○ Reasons for formation of work team ○ Team goals ○ Team functions at workplace ○ Alignment of team goals with organisation goals • Effective listening and communication skills, which may include: ○ Importance of listening skills at workplace ○ Benefits of effective listening skills at workplace ○ Cultivating effective listening habits ○ Importance of communication skills at workplace ○ Benefits of effective communication skills ○ Cultivating effective communication habits • Range of team activities in workplace, which may include: ○ Meeting ○ Discussion ○ Brainstorming ○ Project ○ Case study ○ Sharing ○ Workshop ○ Talks • Barriers to participation, which may include: ○ Shyness ○ Low self-esteem ○ Anti-social ○ Heavy workload ○ Communication barriers ○ Language barriers ○ Hostile environment • Methods to encourage individual participation, which may include:

	○ Job satisfaction ○ Recognising team members' efforts ○ Intrinsic rewards ○ Cater official time for participation ○ Create conducive environment ○ Leader takes lead ● Methods to encourage support for team members, which may include: ○ Foster team bonding ○ Foster team identity ○ Minimize conflicts in team ○ Buddy-system ○ Leader takes lead ○ Mindfulness/awareness of team members' work ○ Mindfulness/awareness of team members' needs ○ Inclusive work culture ● Feedback, advice and seeking support and help from team members, which may include: ○ Attitude ○ Work tasks ○ Work professionalism/ ethics ○ Emotional support ○ Interaction from feedback sessions, meetings, and discussions ● Organisational policies relating to: ○ Working with team members ○ Participating in organisational activities and events ○ Motivating self and team members to promote participation ○ Acknowledging members' contribution to team ● 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: ● Work with team members to align to organisational goals ● Demonstrate effective listening and communication skills ● Demonstrate trust, respect and support towards team members ● Participate in organisation activities and events in accordance with organisational policies and procedures ● Identify barriers to individual participation in consultation with relevant stakeholders ● Take responsibility in individual's work which contributes to team's goals in accordance with organisational policies and procedures ● Recognise members' contribution to team in accordance with organisational policies and procedures
Person Centred	Underlying principles:

Care <i>This refers to having a person centred care mindset to drive the caregiver to respect and recognise the decisions/choices of the person they are taking care of.</i>	• 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.
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: • Motivate, support and collaborate with every team members while rendering their service to the client. • Work in a team with manner that is respectful of client's dignity, taking into consideration his/her condition, preferences and comfort level.