

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Supervision
Skills Standard Title	Supervise team
Skills Standard Descriptor	Supervise and implement work processes in the workplace. Take personal charge of key issues to ensure that quality care and support is provided such as planning, coordination and team-leading
Skills Proficiency Level	Level 2 (Previously 'Intermediate' under CCSSF)
Source Code	CCSSF-IIS-S-3001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Types of work teams, which may include (not limited to): ○ Department-based ○ Cross-departmental ○ Management • Organisational goals, objectives and strategic plans • Ways to allocate work to a team, which may include (not limited to): ○ Assess if team is most suitable to take on work ○ Assess team loading and capacity ○ Assess priority of work task • Team goal setting techniques ○ Set broad goal ○ Break down into smaller goals for individual team members ○ Apply scheduling to track progress ○ Apply SMART goal setting • Group Cycle action and reflection process for group learning ○ Dialogue and discussion ○ Reflective conversation ○ Experimentation ○ Monitor results ○ Evaluate data on team progress • Cross-cultural issues related to team work, which may include (not limited to): ○ Culture ○ Attitude ○ Habits

	○ Beliefs ○ Skills level ○ Work style ● Team leadership methods and approaches, which may include (not limited to): ○ Focus on excellence in achieving outcomes ○ Align team to same goal ○ Have competent team members with diverse skill sets ○ Maintain a collaborative climate ○ Knowledge of members' strengths and weaknesses ● Types of workplace team activities, which may include (not limited to): ○ Support Care Activities ○ Projects /Programmes ○ Events ○ Surveys ● Motivational techniques for team building and development, which may include (not limited to): ○ Aligning core values of team members to get buy in ○ Set clear goals with task breakdown and deadlines ○ Have constant open communications (i.e. instant messaging apps) ● Methods to conduct timely and informal performance conversations ● Feedback skills for team setting, which may include (not limited to): ○ Include positive feedback ○ Focus on tasks or behaviours instead of individual person ○ Suggest collaborative solutions ○ Celebrate small wins to maintain morale ● How to manage cultural and language differences, and other barriers, which may include (not limited to): ○ Be aware of personal bias and differences ○ Practice self-correcting by focusing on outcomes instead of individuals ○ Find support from other team members to manage differences ● Organisational policies relating to: ○ Forming work teams ○ Conflict management policies ○ Usage of digital tools (i.e. tracking and accountability) ○ Diversity in workplace and organisation's stand on sensitive topics ○ Use of smart devices ● 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)
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	○ 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: • Form work teams to achieve organisational goals, objectives and strategic plans • Allocate work with clear limits for each team • Set team goals using relevant and appropriate techniques • Apply Group Cycle in teams • Set guidelines to facilitate team effectiveness based on organization or team's cross-cultural environment • Lead workplace team activities • Plan and supervise team to deliver quality care and services in accordance with organisational policies and procedures • Apply relevant motivational techniques suitable for team building and development • Maintain team performance • Conduct regular and timely informal performance conversations with team members and provide feedback to members and Manager • Apply communication tools in a team setting for effective communications and team building • Collate and channel feedback to appropriate caretaker or responsible personnel for attention
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 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: • Supervise teams to achieve organisational goals • Lead workplace team activities, and • Plan and monitor team performance