

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Supervision
Skills Standard Title	Monitor Key Performance Indicators (KPIs) of departments
Skills Standard Descriptor	Monitor department performance KPIs to meet business plans and objectives by establishing performance indicators, tracking progress and addressing gaps.
Skills Proficiency Level	Level 3
Source Code	CCSSF-IIS-S-4003-1
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/or department Key Performance Indicators (KPIs) • Department's services, policies, products and processes • Performance monitoring methods • Data required for tracking performance and methods of collection • Tools and methods for KPIs for departments and individuals
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: • Monitor outcomes and track progress of KPIs • Maintain records of department KPIs • Identify performance gaps and suggest areas for improvements • Perform modifications according to the requirements of the action plans to close the gaps found • Escalate performance issues of the business to supervisors
Person Centred 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>	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 • Respect the decisions and choices of the client, within legal limits, ethical considerations and organizational guidelines

DISCLAIMER: SOME CONTENT BELOW IS REFERENCED FROM SKILLS FRAMEWORK

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: • Monitor KPIs department performance to meet organisation's goals and make improvements for identified performance gaps.