

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Supervision
Skills Standard Title	Implement and monitor strategies for unit or department performance management and review outcomes for gap analysis
Skills Standard Descriptor	Implement, monitor and review department performance systems to meet business plans and objectives. Facilitate establishing performance management strategies with performance indicators, tracking progress and addressing gaps for continuous improvement.
Skills Proficiency Level	Level 4
Source Code	CCSSF-IIS-S-5004-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Key Performance Indicators (KPIs) of the organisation and departments • Industry best practices in the implementation of organisational and/or departmental performance systems • Performance management cycle and process • Gap and root cause analysis procedures and tools • Strengths, Weaknesses, Opportunities, Threats (SWOT) Analysis • Roles and responsibilities of key stakeholders in performance management • Behaviours that influence employees' performance
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: • Implement performance process • Communicate the performance management system and individual roles and responsibilities to staff • Evaluate performance of departments against KPIs • Perform gap analyses on work processes to identify gaps • Develop recommendations on how to address the gaps in work processes • Translate blueprints into implementable action plans • Manage grievances related to performance management for junior employees • Provide guidance on the use of performance management tools and resources available • Engage employees in understanding their roles and responsibilities in performance management

DISCLAIMER: SOME CONTENT BELOW IS REFERENCED FROM SKILLS FRAMEWORK

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
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: • Establish performance management strategies that meet the unit's or department's goals. Ensure the effective implementation, monitoring and reviewing performance management system and continuous improvements