

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Personal Development
Skills Standard Title	Develop personal effectiveness
Skills Standard Descriptor	The ability to apply knowledge and life skills in the workplace and relate them to personal and team goals. It also includes managing time effectively, maintaining work-life balance, and managing stress.
Skills Proficiency Level	Level 2 <i>(Previously 'Intermediate' under CCSSF)</i>
Source Code	CCSSF-IIS-PD-3002-1
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 goals, which may include (not limited to): ○ Personal ○ Team ○ Organizational • Effective goal setting ○ SMART goal setting • Goals alignment to achieve work outcomes, which may include (not limited to): ○ Task sequencing ○ Scheduling (e.g. Gantt chart planning) • Strategic goals alignment to achieve organizational outcomes ○ Vision, mission, values ○ Business outcomes • Define roles and responsibilities, which may include (not limited to): ○ Knowledge, skills, and abilities required to perform job ○ Pegged to a progress level ○ Used in organization chart and job description documents • Align roles and responsibilities to team and organisational goals • Types of personal strengths and weaknesses/limitations that can affect team and workplace performance, which may include (not limited to): ○ Ability to maintain a shared vision and goal ○ Ability to communicate in a team ○ Ability to delegate work appropriately ○ Ability to complete work according to schedule • Strategies to overcome weaknesses/limitations and improve team and workplace performance, which may include (not limited to): ○ Coaching or mentoring from more experienced staff or team members ○ Engaging in personal reflection exercises • Symptoms of stress, which may include (not limited to): ○ Low energy (with or without insomnia) ○ Easily irritable or moody ○ Sense of loss of control ○ Inability to focus on work ○ Increasingly disorganised ○ Sudden appetite changes (either increase or decrease) ○ Frequent medical illness (e.g. viral and bacterial infections, fevers)

	○ Unexplained pain not linked to medical outcomes (e.g. headaches, stomach aches, body aches) • Stress-relief methods to maintain or enhance work effectiveness, which may include (not limited to): ○ Prioritizing and delegating work ○ Breaking down work into smaller and more achievable tasks ○ Set a work routine to organize tasks ○ Celebrate small wins and acknowledge progress towards larger goals ○ Practice mindfulness and breathing exercises ○ Practice positive thinking and reframing exercises ○ Discuss with supervisor ways to reduce workload ○ Seek support to reduce sources of stress from personal life • Types of workplace work-life balance programs, which may include (not limited to): ○ Improving physical office environment ○ Participate in physical and mental health programmes ○ Increase accountability at work (e.g. assigned work buddy) ○ Change in work arrangements (e.g. flexi time, flexi location) • Organisational policies relating to: ○ Staff development ○ Staff welfare and benefits • 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: • Set effective personal goals in workplace environment under guidance and supervision ○ SMART goal setting • Align set goals to team goals to achieve work outcomes under guidance and supervision ○ Strategic goals alignment to organizational goals • Define personal role and responsibilities in organization • Perform roles and responsibilities to contribute effectively towards achievement of team and organizational goals • Identify personal strengths and weaknesses/limitations that can affect team and workplace performance • Identify strategies to overcome weaknesses/limitations • Leverage personal strengths to contribute effectively towards achievement of team or organizational goals

	• Identify symptoms of stress in own self • Apply stress-relief methods to maintain or enhance work effectiveness • Identify work-life balance programs to maintain a healthy personal work-life balance
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: • Apply knowledge and life skills in the workplace to to develop personal effectiveness • Manage time effectively • Maintain work-life balance • Manage stress