

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Personal Development
Skills Standard Title	Conduct self-appraisal of performance
Skills Standard Descriptor	Conduct personal assessment and performance review/ appraisal of self, recognising own strengths and areas of achievements; taking stock of work done, and documenting personal accomplishments.
Skills Proficiency Level	Level 3 <i>(Previously 'Advanced' under CCSSF)</i>
Source Code	CCSSF-IIS-PD-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: • Performance management key concepts, which may include (not limited to): ○ Formal and informal performance assessment ○ Planning, Developing, Evaluating, Rewarding • Performance management administrative requirements and preparations, • Performance management tools and resources, which may include (not limited to): ○ Assessment surveys ○ Skills listing and technical training and development resources ○ Personal development resources • Formal performance review or appraisal • Informal employee assessment or self-review, which may include (not limited to): ○ Completion of work tracking systems (i.e. HRMS) ○ Completion of review/assessment forms ○ Observations on job ○ Feedback from self, seniors, and co-workers • Recognise own strengths and areas of achievements • Taking stock of work done • Documenting personal accomplishments • Ways to address learning and performance gaps through self-evaluation and reflection, which may include (not limited to): ○ Identify areas of weakness or personal limitations ○ Identify self-learning opportunities • Ways to address learning and performance gaps through self-learning opportunities within and out of workplace, which may include (not limited to): ○ Coaching/mentoring from seniors ○ On the job training or shadowing ○ Short courses, workshops, or programmes ○ Formal courses • Self-initiated performance reviews or performance management conversations • Organisational policies relating to: ○ Conducting performance reviews / appraisals ○ Staff development

	○ Accessing digital platforms and databases • 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: • Understand performance management concepts and apply it to personal self-appraisal process • Prepare appropriate tools and resources to support self-performance management and review are available for use ○ Self-assessment forms ○ Assessment surveys ○ Skills listing and technical training and development resources ○ Personal development resources • Participate in self-assessment, both formal and informal performance assessments, reviews, or appraisals • Identify learning and performance gaps by conducting regular self-evaluation and reflection • Address learning and performance gaps by seeking out self-learning opportunities with assistance of supervisor ○ Coaching/mentoring from seniors ○ On the job training ○ Work shadowing ○ Short courses, workshops, or programmes ○ Formal courses • Self-initiate performance reviews or performance management conversations with team leaders for continuous learning and improvement
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</i>	The support care staff is able to: • Understand the performance management process

<i>outcome of the task on the care recipient as indication of workplace success</i>	• Conduct self-initiated assessment and performance review • Address learning and performance gaps • In a manner that is respectful of client's dignity, taking into consideration his/her condition, preferences and comfort level
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