

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Teamwork
Skills Standard Title	Collaborate in a Diverse Work Environment
Skills Standard Descriptor	To apply teamwork in a diverse work environment to maintain open communication, resolve issues and concerns, and provide support to team members to achieve individual and team goals while taking into consideration diversity issues.
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-IIS-T-2002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Emerging trends of workplace diversity and globalization, which may include: ○ Foreign workforce ○ Peers age gaps ○ Technology usage ○ Work life balance • Cross-cultural issues related to team work, which may include: ○ Language ○ Culture ○ Attitude ○ Habits ○ Beliefs ○ Skills level ○ Work style • Stakeholders of diverse background, which may include: ○ Nationality ○ Religion ○ Age ○ Race ○ Gender • Stakeholders with diverse needs, which may include: ○ Social security ○ Social well-being ○ Social inclusiveness • Issues and concerns due to workplace diversity, which may include: ○ Conflicts ○ Strain in relationship ○ Misunderstanding ○ Uncooperative attitude • Cross-cultural communication, which may include: ○ Speaking in simple English, avoid jargon etc. ○ Eye contact, body language, etc. ○ Mindfulness to others • Communication skills and techniques, which may include: ○ Mindfulness to others ○ Listening ○ Feedback

	○ Observation ○ Ask questions ○ Respond to questions ○ Gestures ○ Body language ○ Eye contact ● Approaches and techniques to develop effective relationships, which may include: ○ Accept differences ○ Listen effectively ○ Understand with empathy ○ Learn to trust ○ Manage emotions ○ Acknowledge limitations ○ Give response ○ Provide assistance ● Organisational policies relating to: ○ Stakeholder engagement ○ Conflict resolution ○ Team work ○ Respect for others ● 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: ● Maintain positive work relationship in a diverse work environment ● Collaborate in a diverse work environment ● Adapt to diverse work environment ● Engage stakeholders of diverse background ● Recognise the issues and escalate to supervisors for resolution ● Demonstrate mindfulness in workplace communications
Person Centred Care <i>This refers to having a person centred care mindset to drive the caregiver to respect and</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.

<i>recognise the decisions/choices of the person they are taking care of.</i>	
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: • Provide professional healthcare service to the client in a diverse work environment • Provide quality service to the client in a diverse work environment • Maintain positive work relationships • Collaborate and work in a diverse work environment