

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Resilience and Self-Care
Skills Standard Title	Manage workplace challenges with resilience
Skills Standard Descriptor	This skill describes the ability to apply resilience techniques to manage workplace challenges
Skills Proficiency Level	Level 3 (Previously 'Advanced' under CCSSF)
Source Code	CCSSF-IIS-RSC-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: • Types of organisational challenges ○ Individual employee challenges ○ Team challenges and disconnect ○ Organisation-wide challenges • Importance of resilience, which may include (not limited to): ○ Copes better in stressful situations ○ Makes better decisions ○ Grows faster and more holistically ○ Achieves long-term goals more efficiently ○ Embraces change and progress ○ Less likely to get burnout • Principles of personal resilience for workplace, which may include (not limited to): ○ Positive Vs. Negative Thinking ○ Three Dimensions – Understanding; Permanence, Pervasiveness and Personalisation and individual's ability to 'bounce-back'. ○ Overcoming Negative Thinking – ABC Technique – Looking at; Adversity, Beliefs and Consequences ○ Ladder of Inference ○ Challenge Your Thinking ○ Locus of Control ○ Levels of Resilience ○ Resilience Grid • Ways to improve personal resilience, which may include (not limited to): ○ Resilience measurement scales ○ Thought awareness techniques

	○ Cognitive restructuring (challenging existing ways of thinking) ○ Reflection and learning from mistakes ○ Redefining world perspective and locus of control ○ Physical wellbeing (e.g. diet, sleep, and exercise) ● Ways to improve team resilience, which may include (not limited to): ○ Maintain diversity ○ Manage connectivity ○ Foster complex adaptive systems thinking ○ Encourage learning ○ Broaden participation ● Developing Emotional Intelligence ● Helping Others to Become Resilient, which may include (not limited to): ○ Improve work practices to include principles of optimism and positivity ○ Overcome negative thinking and similar thought barriers to improve or streamline achievement of goals and outcomes ● Ways to surface/escalate issues for management's attention ● Organisational resilience, which may include (not limited to): ○ Organisational checks and balances ○ Processes and SOPs for accountability ○ Continuous innovation and adaptability (e.g. Tech & IT adoption) ○ Agile and future-ready leadership ○ Balance between risk management and risk taking ○ Well-developed workforce ● Organisational policies relating to: ○ Resources ○ Staff feedback mechanism ○ Protocols and channels to seek help ○ Core values / SOP ○ Reactions to incidents ○ Policies on anger management ○ Staff development, engagement, and feedback ● 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</i>	The ability to: ● Identify and assess types of workplace challenges ● Demonstrate personal resilience in workplace effectiveness

<i>work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	• Apply personal resilience in workplace • Understand the difference between positive and negative thinking • Apply positivity in workplace effectively to develop resilience • Utilise resilience tools and exercises to effectively build personal resilience • Contribute to improvements in processes and strategies to improve organisational resilience ○ Organisational checks and balances ○ Processes and SOPs for accountability ○ Continuous innovation and adaptability (i.e. Tech & IT adoption) ○ Agile and future-ready leadership ○ Balance between risk management and risk taking ○ Well-developed workforce • Integrate emotional intelligence techniques into workplace practices to help improve workplace communications • Escalate workplace challenges and issues to management for attention and resolution • Provide support and guidance to team members and staff to overcome workplace challenges
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: • Providing support care services to 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 resilience techniques to manage individual and organizational challenges • Assess the individual as well as the organisation's level of resilience • In a manner that is respectful of client's dignity, taking into consideration his/her condition, preferences and comfort level.