

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Change Management
Skills Standard Title	Drive execution of change control procedures and assess change performance against key performance benchmarks
Skills Standard Descriptor	Lead the implementation of organisational change activities and review the change performance to facilitate the effective adoption process in accordance with organisational procedures.
Skills Proficiency Level	Level 4
Source Code	CCSSF-IIS-CHM-5001-1
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 change implementation plans and procedures • Impact of changes on business activities and processes • Types of resources required to roll out changes effectively • Assessment of change performance against benchmarks • Internal and external environments that can impact change programmes • Challenges to successful change implementation • Factors that support change management programmes and initiatives • Reasons for resistance to change management programmes and initiatives • Needs and expectations of relevant stakeholders • Mitigating actions to manage resistance to change
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: • Drive execution of change control procedures based on implementation plans for endorsed change requests • Identify business activities and/or processes required to integrate and roll out new changes in the business environment • Analyse resources and cost-impact of proposed changes, and highlight where people, resources or finances need to be redirected • Deliver communications to engage and seek buy-ins of employees affected by the change • Deliver training to equip affected employees with skills to manage change and change impact • Identify potential pitfalls, obstacles or challenges to smooth adoption and implementation of changes

DISCLAIMER: SOME CONTENT BELOW IS REFERENCED FROM SKILLS FRAMEWORK

	• Assess change performance against new key performance benchmarks and implement follow-up actions where required • Present project performance outcomes to relevant stakeholders in accordance with organisational procedures
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 or staff members 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 or staff members, within legal limits, ethical considerations and organisational 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: • Drive the execution of change initiatives and assess change performance against key performance benchmarks in accordance with organisational procedures.