

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Stakeholder Management
Skills Standard Title	Nurture positive internal and external relations with stakeholders
Skills Standard Descriptor	Execute engagement activities in building constructive and positive relationships with internal and external stakeholders of the organisation.
Skills Proficiency Level	Level 2
Source Code	CCSSF-IIS-SM-3001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: - Principles of stakeholder management - Nature of relationships between hospitals and community facilities.
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: - Communicate with stakeholders in line with authority levels - Consider interests of stakeholders during communication - Nurture relationships with formal and informal contacts to facilitate work progress - Suggest ideas to facilitate stakeholder buy-in of new policies, programmes and processes
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

DISCLAIMER: SOME CONTENT BELOW IS REFERENCED FROM SKILLS FRAMEWORK

Performance Outcome *This refers to the outcome of the task on the care recipient as indication of workplace success*

The support care staff is able to:

- Execute engagement activities that fosters the constructive and positive relationships with internal and external stakeholders.