

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Stakeholder Management
Skills Standard Title	Develop plans to build positive and trustworthy relationships with stakeholders to attain joint objectives
Skills Standard Descriptor	Develop plans to cultivate positive and trustworthy relationships with stakeholders to achieve outcomes aligned to joint objectives.
Skills Proficiency Level	Level 4
Source Code	CCSSF-IIS-SM-5002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Communication management for different target audiences • Conflict resolution techniques • Community resources between hospitals, community facilities, regulatory bodies and other relevant organisations • Concept of emotional intelligence
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: • Facilitate networking opportunities to build relationships with stakeholders • Conduct stakeholder impact analyses to assess the impact of new policies, programmes and processes on different stakeholders • Employ engagement techniques to manage stakeholders impacted by new policies, programmes and/or processes and fulfil alignment with mutual objectives • Develop ideas to facilitate stakeholder buy-in of new policies, programmes and/or 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

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: • Develop plans in building a positive and trustworthy stakeholders' relations that are aligned to joint objectives through facilitating networking opportunities and stakeholder engagement techniques.