

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Continuous Improvement Management
Skills Standard Title	Implement processes to monitor the progress of improvement activities against action plans
Skills Standard Descriptor	Carry out monitoring and implementation processes for the improvements and take appropriate corrective actions for the improvement activities in accordance to the organisational procedures.
Skills Proficiency Level	Level 3
Source Code	CCSSF-IIS-CIM-4001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Purpose and benefits of continuous improvement concepts • Action planning tools and techniques • Concepts and methods of continuous process improvement
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: • Recommend continuous improvement initiatives • Identify improvement goals to be achieved • Carry out improvement activities in accordance with action plans • Apply appropriate continuous process improvement techniques • Monitor the progress of improvement activities and take appropriate corrective actions • Report and record the outcomes of improvement activities 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: • Implement and monitor processes for the improvements and take appropriate corrective actions for the improvement activities in accordance to the organisational procedures.
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