

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Teamwork
Skills Standard Title	Improve Team Effectiveness
Skills Standard Descriptor	Facilitate team improvement by promoting work ownership in the team, facilitating teamwork in learning opportunities and team duties delegation
Skills Proficiency Level	Level 2 (Previously 'Intermediate' under CCSSF)
Source Code	CCSSF-IIS-T-3003-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Work ownership, responsibility and commitment, which may include: ○ Complete work task within given timeline ○ Accountable and answerable for work done • Problem solving techniques, which may include: ○ Understand and analyse problem ○ Devise a problem solving plan ○ Implement plan ○ Evaluate outcome • Learning opportunities available, which may include: ○ Overcome a work barrier or obstacle ○ Handle difficult care receiver's next-of-kin • Work delegation and supervisory techniques, which may include: ○ Define task ○ Access team members abilities ○ Select an individual among team ○ Explain reasons ○ State required results ○ Consider resources required ○ Agreed on deadlines ○ Supervise team members ○ Support and communicate • Internal and external stakeholders, which may include: ○ Colleague ○ Supervisor ○ Care receiver ○ Care receiver's next-of-kin

	○ Vendors ● Team communication strategies, which may include: ○ Share ideas and concerns ○ Involve all team members ○ Be clear and transparent ○ Show respect ○ Consider other team members' opinions ● Methods of building relationships, which may include: ○ Accept differences ○ Listen effectively ○ Understand with empathy ○ Learn to trust ○ Manage emotions ○ Acknowledge limitations ○ Give response ○ Provide assistance ● Types of conflicts at work, which may include: ○ Misunderstanding ○ Miscommunication ○ Different work handling style ○ Different ideas ○ Personality clash ● Methods of interventions to resolve conflicts, which may include: ○ Identify source of conflict ○ Look beyond incident ○ Explore solutions ○ Identify solutions both disputants can support ○ Reach agreement ● Types of team work best practices, which may include: ○ Establish trust ○ Understand oneself and others ○ Define roles ○ Set ground rules ○ Receptive to feedback ● Organisational policies relating to: ○ Staff autonomy to develop work ownership ○ Project management processes and policies ○ Stakeholder engagement ○ Conducting workplace interventions ○ Coaching/mentoring limitations ● 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)
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	○ 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 work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	The ability to: • Demonstrate work ownership at workplace to achieve organisational goals • Promote work ownership among team members in accordance with organisational policies and procedures • Facilitate problem solving and learning opportunities in team work in accordance with organisational policies and procedures • Delegate work duties to team members in accordance with organisational policies and procedures • Manage stakeholders in accordance with organisational policies and procedures • Develop team communication strategies to achieve engagement in accordance with organisational policies and procedures • Build relationships with stakeholders to support team work in accordance with organisational policies and procedures • Conduct interventions to resolve conflicts at work in accordance with organisational policies and procedures • Develop team work activities based on best practices in accordance with organisational policies and 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 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: • Facilitate effectiveness in work team for the benefits of the client. • Delegate team duties to achieve team effectiveness. • Promote work ownership in team.