

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Teamwork
Skills Standard Title	Promote Equality and Diversity in the Workplace
Skills Standard Descriptor	To equip participants with the essential skills to promote and create a positive environment for culturally diverse teams and to suggest/improve workplace equality and diversity by employing effective strategies and conflict resolution.
Skills Proficiency Level	Level 3 (Previously 'Advanced' under CCSSF)
Source Code	CCSSF-IIS-T-4004-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge : • Definition and differences of equality and diversity • Workplace diversity phenomenon, which may include: ○ Foreign workers vs. local workers ○ Millennium workers vs. Gen-X and Y and Baby Boomer ○ Traditionalist vs. technophiles • Conflicts due to workplace diversity, which may include: ○ Different interpretation of work task ○ Different working habits ○ Different attitude at workplace ○ Different management of work and care receivers • Strategies to resolve workplace conflicts, which may include: ○ Mitigate between involved parties ○ Foster understanding ○ Encourage accommodation • Effective workplace communication, which may include: ○ Engage team members with clear direction ○ Keep team members updated of current information ○ Foster trust among team members ○ Keep open-communication among team ○ Resolve miscommunication immediately • Cross-cultural issues related to team work, which may include: ○ Culture ○ Attitude ○ Habits ○ Believe ○ Skills level ○ Work style • Methods on inclusion of diversity at workplace, which may include: ○ Work instruction include different languages ○ Age-friendly work environment ○ Gradual implementation of workplace technology to accommodate slower reception • Positive workplace practices, which may include: ○ Respect every team members ○ Encourage suggestion for improvement ○ Lead by examples ○ Cultivate win-win mindset ○ Foster collaboration among team members

	• Positive workplace environment, which may include: ○ Inclusive of differences ○ Empathy extended to team members ○ Workplace with respect for each other ○ Team members with work responsibility ○ Collaborative attitude ○ Easy to seek for assistance • Methods to foster workplace harmony, which may include: ○ Organize team events or activities ○ Show appreciation to team members • Methods to promote workplace equality, which may include: ○ Inculcate fairness in workplace ○ Avoid discrimination • Organisational policies relating to: ○ Workplace diversity and inclusion ○ Conflict management ○ Establishing workplace policies and practices • 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) ○ 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 : • Identify workplace diversity in work team • Manage conflicts arise due to workplace diversity • Suggest/ apply effective strategies to resolve conflicts • Engage different stakeholders to achieve effective workplace communication • Encourage inclusion of diversity at workplace • Suggest positive workplace practices for team members to model • Foster workplace harmony among culturally diverse teams • Encourage workplace equality and diversity
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</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.

<i>taking care of.</i>	
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: • Promote and create a positive environment for culturally diverse teams Suggest and improve workplace equality and diversity • Demonstrate positive workplace practices in equality and diversity for others to model