

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Communication
Skills Standard Title	Communicate and relate effectively at the workplace
Skills Standard Descriptor	To equip participants with communication skills to participate in effective workplace communication in the delivery of quality service.
Skills Proficiency Level	Level 1 (Previously 'Basic I' under CCSSF)
Source Code	CCSSF-IIS-C-1001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Types of listening and communication skills, which may include: ○ Verbal ▪ Feedback ▪ Ask questions ▪ Respond to questions ○ Non-verbal ▪ Listening ▪ Observation ▪ Gestures ▪ Body language ▪ Eye contact • Techniques of interpretation, analysis and communication, which may include: ○ Breakdown information into smaller portions ○ Join and align all findings ○ Derive a result through interpretation and analysis ○ SBAR (Situation, Background, Assessment, Recommendation) ○ Share ideas and concerns ○ Involve all team members ○ Be clear and transparent ○ Show respect ○ Consider other team members' opinions • Stakeholders to interact with, which may include: ○ Client ○ Client's next-of-kin ○ Caregiver ○ Vendors (e.g. government agencies) • Social and cultural sensitivity, which may include: ○ Religion ○ Beliefs ○ Values • Barriers to communications ○ Specific (e.g. discrimination) ○ General (e.g. organisational culture) • Types of communication breakdown, which may include: ○ Language barriers ○ Tone ○ Verbal /non-verbal cues

	○ Lack of timely response ○ Misinterpretation ○ Channels of communications used ● Organisational policies relating to: ○ Information analysis and communication ○ Conflict management ○ Workplace communication language ● 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: ● Interpret and analyse information received. ● Inform stakeholders of concern on information received. ● Use appropriate communication techniques with consideration for social and cultural sensitivity when communicating with stakeholders. ● Identify and overcome barriers to communications at the workplace.
Person Centred Care <i>This refers to having a person centred care mindset to drive 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: ● Communicate and relate effectively at the workplace. ● Identify and overcome communication breakdowns.