

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Administration and Operations
Skills Category	Customer Service
Skills Standard Title	Respond to Service Challenges
Skills Standard Descriptor	Respond to challenging service situations, recognising triggers that may lead to service challenges. Be able to handle enquiries, complaints and feedback. Applying appropriate verbal and non-verbal communications.
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-IIS-CS-2001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Importance of responding to service challenges. • Feedback and complaints that staff can or cannot handle: ○ Cases that cannot handle: - medicine administration - clinical care - Day pass - abuse or physical injury due to accidents - complaints ○ Cases that can handle: • Attend to Activities of Daily Livings (ADL) and Instrumental Activities of Daily Livings (IADL) • General enquiries • Note down feedbacks • Service lapses and ways to escalate these issues • Service recovery process, which may include (not limited to): ○ Anticipation ○ Acknowledge ○ Apologize ○ Offer alternatives/options ○ Timely recovery ○ Make amendments ○ Check back • Ways to handle negative emotions in service challenge situations. • Communication types for different platforms, which may include: ○ Verbal communication ○ Non-verbal communication i.e. eye contact, body language, etc • Organisational policies and procedures in relation to ○ Receive feedback and complaints ○ Handle feedback and complaints ○ Respond to feedback and complaints ○ Service recovery ○ Handle emotional client

	- Relevant legal and/or industrial requirements, 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: - Acknowledge feedback, enquires and complaints. - Differentiate the types and nature of feedback and enquiries that they can attend to. - Investigate complaints in accordance to organisational policies and procedures. - Perform service recovery in accordance to organisational policies and procedures. - Check back if service recovery is satisfactory. - Highlight incidents to supervisor. - Notify management if scale of incident is large and affect multiple clients. - Document feedback and complaints received in accordance to organisational policies and procedures. - Take measures to prevent recurrence of complaints in accordance to organisational policies and procedures. - Notify management and/or relevant authorities about details of complaints or feedback, including solutions provided in accordance to organisational policies and procedures. - Use verbal and non-verbal communication skills to handle emotional clients in accordance to organisational policies and procedures. - Take service recovery actions in accordance to organisational policies and procedures.
Person Centred Care <i>This refers to having a person centred care mind set to drive the care giver 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 the 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</i>	The support care staff is able to: Differentiate the types of service challenges that staff is able to

<i>outcome of the task on the care recipient as indication of workplace success</i>	handle on their own. • Provide service recovery in accordance to organisation policies and procedures. • Check back on satisfaction of service recovered. • Manage various aspects of service challenges by optimizing resources and maintaining a smooth operation process in a manner that is respectful of the client's dignity taking into consideration his /her condition, preferences and comfort level. • Escalate complaints /enquires /feedback that warrant further attention and resolution by supervisor or management.
--	--