

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Administration and Operations
Skills Category	Customer Service
Skills Standard Title	Implement Service Operations
Skills Standard Descriptor	Use of effective teamwork to perform service operations in accordance with organisation's guidelines and escalating service performance issues. Recommend improvements to service operations.
Skills Proficiency Level	Level 3 <i>(Previously 'Advanced' under CCSSF)</i>
Source Code	CCSSF-IIS-CS-4002-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning Knowledge: • Customer service standard, which include: ○ Professional image ○ Professional greeting ○ Services handling ○ Environmental • Reference of service standards, which may extract from (not limited to): ○ Organisational policies and procedures ○ Enhanced Nursing Practice • Ways to identify service roles and responsibilities in the organisation. • The causal relationships and the impact of the behaviour of service staff on the service value chain. • The positive communication skills required to engage and connect with clients, which may include (not limited to): ○ Establish human connection ○ Be sensitive to client's comfort zone ○ Leverage on organisation's brand ○ Identify communication channels ○ Prioritise quality over quantity ○ Use marketing team ○ Add a personal touch ○ Follow up promptly • The wants, needs and expectations of different types of clients. • Types of service performance issues, which may include: ○ Poor staff attitude ○ Lack of product knowledge ○ Unable to handle enquiry ○ Give wrong advice • The sources of information sought by clients, which may include (not limit to): ○ Internet ○ Books/journals/news paper

	○ Qualified professionals • The principles of effective team communication, which may include (not limited to): ○ Clarity ○ Completeness ○ Conciseness ○ Courtesy • Areas/ needs for improvement in the organisation, which may include (not limited to): ○ Staff attitude ○ Service efficiency ○ Ability to solve customers' issue ○ Product/ service knowledge ○ Response to customers' need ○ Initiative/ proactive of staff ○ Details of professional advice provided ○ Cleanliness of environment/ equipment/ machines ○ Quality of food • Organisational policies and procedures in relation to: ○ Implementation of service operations ○ Service escalation process ○ Provide solutions to client ○ Deliver service to client • Relevant legal and /or industrial requirements in relation to support customer service, 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 areas for improvement in the organisation. • Conduct data gathering and analysis on areas/ needs for improvement. • Perform root-cause analysis on areas/ needs for improvement. • Generate viable and feasible solutions to the problem. • Select and recommend solution for improvement on areas/ needs for improvement. • Prepare implementation plan for areas/ needs for improvement identified. • Suggest/ recommend customised and personalised solutions to clients in accordance to organisational policies and procedures. • Escalate related service issues in accordance to organisational policies and procedures.

	• Use positive communication skills to engage and connect with clients in accordance to organisational policies and procedures. • Deliver services as part of a team in accordance to organisational policies and procedures. • Escalate service performance issues that affect the organisation's service standards 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 outcome of the task on the care recipient as indication of workplace success</i>	The support care staff is able to: • Implement service operations in accordance with the organisation's guidelines and escalate service performance issues in a manner that is respectful of the client's dignity, taking into consideration his / her condition, preferences and comfort level.