

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Care Coordination
Skills Category	Volunteer Management
Skills Standard Title	Work with Volunteers
Skills Standard Descriptor	Work with volunteers in assigned duties to ensure protocols are maintained
Skills Proficiency Level	Level 1 <i>(Previously 'Basic II' under CCSSF)</i>
Source Code	CCSSF-CC-VM-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: • Types of volunteer • Organisational definition of roles and responsibilities for volunteers • Understand the boundaries governing interaction between 'Support care staff-Volunteers' and 'Volunteer -Client' • Boundaries may include: ○ Ethical ○ Social ○ Behavioral • Reference to organisational Standard Operating Procedures (SOP) when encountering types of non-acceptable actions from volunteers such as: ○ Giving water to Nasogastric tube (NGT) clients ○ Taking pictures ○ Exchanging of telephone numbers ○ Giving money ○ Visiting beyond official function • Empowerment of staff working with volunteers • Safety concerns when engaging volunteers • Types of activities common to volunteers • Ways to communicate with volunteers from various background • Importance of building relationships with volunteers • Ways to build relationship with volunteers • Organisational guidelines and policies relating to : ○ informing higher authority on non-acceptable actions by

	- volunteers ○ protocols in working with volunteers • Relevant 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: • Provide orientation for volunteers prior to him/her performing their duties • Inform volunteers of the various support the organisation offers, including feedback channels • Advise volunteers on what is non-acceptable actions • Escalate non-acceptable actions to supervisor • Exercise empowerment • Identify the interest of volunteers, their levels of commitment, relevant training /qualification, etc • Match the interest of volunteers with activities within their skills and abilities to what is offered by the organization • Safety issues are highlighted to the volunteers, according to the organisational WSH guidelines
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 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: • Introduce volunteers to organisational activities and guidelines, and provide feedback on their performance