

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Volunteer and Community Partnerships
Skills Category	Community Partnerships
Skills Standard Title	Foster collaborations with community stakeholders
Skills Standard Descriptor	Establish and foster partnerships with community stakeholders through a culture of collaboration to develop mutually beneficial programmes for clients and families
Skills Proficiency Level	Level 3
Source Code	CCSSF-VCP-CP-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: - Strategies to encourage community stakeholders' buy-in for collaboration - Stakeholder management skills - Stakeholders involved in community partnerships - Types of communication techniques - Types of suitable activities for target clients
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: - Encourage participation of community stakeholders in the Centre's programmes for the benefit of seniors and families - Work collaboratively with community stakeholders to provide services to seniors and families - Assist in developing and fostering effective long-term partnerships and collaborations with community stakeholders - Consolidate feedback on the effectiveness of collaborative projects - Co-facilitate exchange of professional ideas for discussion amongst colleagues and community stakeholders - Resolve simple conflicts and issues with community stakeholders
Person Centred Care <i>This refers to having a person centred care mindset to drive the</i>	Underlying principles: Treating clients with dignity and respect by being aware of and supporting personal perspectives, values, beliefs,

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<i>caregiver to respect and recognise the decisions/choices of the person they are taking care of.</i>	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: • Establish strong relationships with community stakeholders to deliver mutually beneficial programmes for clients and families