

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - CARE STAFF		
Sector	Social Service	
Track	Care and Programme	
Sub-track	Care	
Occupation	Care Staff	
Job Role	Care Staff	
Job Role Description	<p>The Care Staff provides personal care assistance to clients in their daily living and performs tasks according to the care plans developed by social service and/or healthcare professionals. He/She maintains up-to-date documentation of clients' conditions and care treatments and also provides inputs for the development and review of care plans. He ensures house rules are followed by clients and recommends measures to mitigate risk to the clients. He conducts activities for clients to promote independence, health, wellness, and quality of life and provides guidance to clients on personal and social skills, academics or work skills.</p> <p>A caring, patient and responsible professional, the Care Staff works in various voluntary welfare organisations, communities and institutional settings.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
		Provide client care
		Provide personal care assistance to clients in their daily living
		Support social service and/or healthcare professionals in providing assistance to clients in managing their healthcare needs
		Perform daily client management
		Perform activities according to care plans
		Provide inputs for development and review of care plans
		Maintain up-to-date documentation of clients' conditions and care treatments
		Chaperone clients between their appointments and activities to ensure safe transfers
		Provide clients with information on social support services available at other organisations
		Maintain order, safety and cleanliness of the care environment
		Respond to unusual or challenging behaviours of clients
		Ensure client behaviours are in compliance to house rules
		Recommend measures to mitigate risk to clients
		Perform housekeeping duties
	Track quantity of inventory	
	Ensure equipment is maintained in a clean and working condition	
	Conduct programmes and activities for clients	
	Conduct social, recreational and educational activities to promote independence, health, wellness, and quality of life	
	Provide input for the design of social, recreational and educational activities to promote independence, health, wellness, and quality of life	
	Guide clients in the development of basic personal and social skills, simple academics or work skills	
	Identify areas of improvements in programmes, activities and trainings	

	Manage care operations	Perform daily handover to staff during changes in shifts		
		Provide input to operations review meetings		
	Perform stakeholder engagement	Liaise with social service and/or healthcare professionals, volunteers, organisations and stakeholders to facilitate provision of care services for clients		
		Provide client perspectives and needs in development of care plans with professionals and other stakeholders		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies	
	Care Assistance	Level 1, Level 2	Communication	Intermediate
	Client Supervision	Level 1, Level 2	Interpersonal Skills	Intermediate
	Collaborative Practices Across Disciplines and Sectors	Level 2	Teamwork	Basic
	Conflict Management	Level 2	Problem Solving	Intermediate
	Diversity Awareness and Management	Level 2	Service Orientation	Basic
	Emergency Response and Crisis Management	Level 1, Level 2		
	Ethics, Values and Legislation	Level 1, Level 2		
	Group Work Assessment and Planning	Level 2		
	Group Work Evaluation	Level 2		
	Group Work Intervention	Level 2		
	Intervention Implementation	Level 1, Level 2		
	Para-Counselling	Level 1		
	Reflexive Practice	Level 1, Level 2		
	Resilience and Self-care	Level 1, Level 2		
	Social Service Programme Development	Level 2		
	Social Service Programme Evaluation	Level 1, Level 2		
	Social Service Programme Implementation	Level 1, Level 2		
	Stakeholder Management	Level 1, Level 2		
	Support Service to Children and Youths	Level 1, Level 2		
Support Service to Persons with Disabilities	Level 1, Level 2			
Support Service to Seniors	Level 1, Level 2			
Trends Evaluation and Application	Level 2			

**Programme
Listing**

For a list of Training Programmes available for the Social Service sector, please visit:
www.skillsfuture.sg/skills-framework/social-service