

**SKILLS FRAMEWORK FOR SOCIAL SERVICE
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Care Services					
TSC	Client Supervision					
TSC Description	Provide supervision and oversight of clients					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SSC-CAR-1002-1.1	SSC-CAR-2002-1.1	SSC-CAR-3002-1.1			
	Assist in the supervision and oversight of clients to ensure their safety and overall well-being	Provide supervision and oversight of clients to ensure their safety and overall well-being	Review and provide directions pertaining to residents' safety and well-being			
Knowledge	<ul style="list-style-type: none"> Standards of Care (SOC) and regulatory requirements under the SOC Organisational Standard Operating Procedures (SOPs) Requirements for routine maintenance of equipment used by clients Function of inventory systems Client documentation requirements Ways to ensure clients' privacy and dignity First aid and the use of Automated External Defibrillators (AEDs) 	<ul style="list-style-type: none"> Rules and regulations of care home Methods of planning social, recreational and educational activities Types of client profiles and needs Principles of effective client service delivery Range of services available for clients 	<ul style="list-style-type: none"> Individual Care Plans Methods to supervise clients and care staff Complex client needs Methods to adapt social, recreational and educational activities Stakeholder engagement Risk assessment and management protocols pertaining to client supervision 			

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<p>Abilities</p>	<ul style="list-style-type: none"> • Chaperone clients between locations • Monitor clients' safety and ensure clients adhere to home rules • Follow established supervision protocols • Maintain inventory records • Conduct routine checks or maintenance of equipment that are used by clients • Identify equipment faults and report to nominated staff for repair • Take appropriate actions to ensure protection of clients' privacy and dignity • Respond to incidents according to organisational procedures during social, recreational and educational activities • Maintain client documentations 	<ul style="list-style-type: none"> • Guide clients during social, recreational and educational activities • Identify administrative or logistical needs of clients for participation in social, recreational and educational activities • Identify challenges or difficulties in supervising clients and refer them to supervisors • Identify the services that are available within or outside the organisation to meet needs of clients 	<ul style="list-style-type: none"> • Review needs of client to provide recommendations on improvements to social, recreational and educational activities • Coordinate with relevant stakeholders to ensure needs of clients are met during social, recreational and educational activities • Review records of inventory stock for replenishing depleted stocks • Guide care staff in providing supervision • Manage needs of clients with challenging or difficult behaviours and refer them to relevant professionals if required • Review and ensure client documentations are accurate 			
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