

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

<b>TSC Category</b>	Care Services					
<b>TSC</b>	Support Service to Seniors					
<b>TSC Description</b>	Provide support services to seniors, their families and caregivers by identifying and understanding their needs and concerns					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>SSC-CAR-1007-1.1</b>	<b>SSC-CAR-2007-1.1</b>	<b>SSC-CAR-3007-1.1</b>			
	Ensure the safety of seniors when required to accompany them	Provide support and identify referral services to seniors through daily interaction with them	Guide care staff to provide support services to seniors through understanding their needs and interests			
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Types of senior support services</li> <li>Types of transport devices and mobility aids</li> <li>Fall precaution measures</li> <li>Operating procedures of the transport devices and walking aids</li> <li>Organisational guidelines for Workplace Safety and Health (WSH)</li> <li>Ageing related health issues</li> <li>Self-care techniques</li> </ul>	<ul style="list-style-type: none"> <li>Techniques and processes that are applied to different senior services programmes</li> <li>Senior services programmes, principles and practices</li> <li>Protocols of working with professionals in senior services programmes</li> <li>Organisational Standard Operating Procedures (SOPs) relating to client referrals</li> </ul>	<ul style="list-style-type: none"> <li>Needs and conditions of seniors and their characteristics</li> <li>Communication techniques and their application relating to seniors</li> <li>Impact of ageing on communication</li> <li>Risks of stereotyping seniors</li> <li>Types of social services and support relating to seniors</li> <li>Factors for consideration when providing basic information relating to social services and support for seniors</li> </ul>			
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Demonstrate knowledge of ageing related health issues</li> <li>Escort seniors safely from one location to another</li> <li>Assist seniors in moving from one location to another location with help of transport devices or walking aids</li> <li>Apply appropriate self-care techniques to</li> </ul>	<ul style="list-style-type: none"> <li>Identify needs and concerns of seniors</li> <li>Clarify the manner in which client needs are addressed with reference to the different senior services programmes</li> <li>Apply senior services techniques and processes applicable to the specific programmes or service delivery activities</li> </ul>	<ul style="list-style-type: none"> <li>Apply communication skills to interact with seniors, taking into account the impact of ageing on communication</li> <li>Provide information relating to social services and support for families and care-givers with seniors</li> <li>Refer seniors and their families to related programmes</li> </ul>			

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	maintain emotional health of oneself	<ul style="list-style-type: none"> <li>• Prioritise tasks according to organisational goals and changing requirements where directed</li> </ul>				
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