

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

TSC Category	Early Intervention Care and Education					
TSC	Family and Caregiver Engagement					
TSC Description	Recognise the central role of the family in every child's life and develop strategies for family engagement, nurturing trust and rapport and building capabilities in them to co-deliver interventions					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SSC-DCH-1004-1.1	SSC-DCH-2004-1.1	SSC-DCH-3004-1.1	SSC-DCH-4004-1.1	SSC-DCH-5004-1.1	SSC-DCH-6004-1.1
	Facilitate the involvement of families and caregivers in collaborative programmes	Support families and caregivers in playing an active role in supporting and shaping the development of their children under supervision	Engage families and caregivers in complementing the centre's collaborative programmes and activities and guide them in decision making for the child	Develop partnerships with families and caregivers	Develop a climate of care, respect and trust among early intervention teachers, families and caregivers	Establish strategic and sustained collaborations with families, caregivers and community stakeholders to support development of children
Knowledge	<ul style="list-style-type: none"> • Protocols for working with families and caregivers • Concepts of inclusiveness, equity and fairness with children, families and caregivers • Methods to promote family involvement and engagement • Communication methods and principles of active listening for family and caregiver engagements • Confidentiality principles • Family-centred practices and principles 	<ul style="list-style-type: none"> • Role of families or caregivers in supporting a child's development • Communication techniques and strategies to build relationships with families and caregivers • Diversity in family structures, beliefs, culture, dynamics and backgrounds • Benefits of family involvement • Resources available to support families and caregivers • Methods to coach families and caregivers 	<ul style="list-style-type: none"> • Family characteristics and influences • Methods to facilitate home-centre collaboration • Methods to plan collaborative classroom programmes and activities with families and caregivers • Methods to engage families and caregivers that promotes positive learning outcomes for children 	<ul style="list-style-type: none"> • Strategies to develop and strengthen home-centre partnerships • Strategies to plan collaborative classroom programmes and activities with families and caregivers • Strategies to engage and coach families and caregivers • Impact of continuity of care and education between the home and centre • Range of community resources 	<ul style="list-style-type: none"> • Current research, key trends and best practices for interactions and relationships with children • Engagement platforms for collaboration between families, caregivers and centres • Types of family and caregiver involvement • Needs and priorities of families and caregivers in early intervention settings • Range of community initiatives and stakeholders 	<ul style="list-style-type: none"> • Strategies to establish professional collaborations with the community and other professionals • Engagement platforms for collaborations between the centre and community stakeholders • Key considerations when designing platforms for exchange of information
Abilities	<ul style="list-style-type: none"> • Use appropriate modes of communication to suit the needs of families and caregivers • Gather feedback from families and caregivers during engagements • Respect cultural backgrounds, strengths and individuality of families and caregivers 	<ul style="list-style-type: none"> • Identify family or caregiver concerns and priorities • Respond appropriately to concerns of families or caregivers about their children • Facilitate mutual exchange of resources, information and feedback about children through regular 	<ul style="list-style-type: none"> • Assess support needs and the gaps in the families or caregivers' understanding of children development based on their concerns and priorities • Educate families or caregivers on children development and the factors that impact development 	<ul style="list-style-type: none"> • Plan and implement engagement platforms for the exchange of information among early intervention teachers, families and caregivers • Evaluate the effectiveness of collaborative projects in supporting the children, families and caregivers • Empower families or caregivers as active 	<ul style="list-style-type: none"> • Plan and implement collaborative centre-wide projects that create opportunities for stakeholder involvement • Evaluate support needs of families and caregivers to determine appropriate engagement methods • Determine the skill levels and capacity of families 	<ul style="list-style-type: none"> • Develop collaborative projects that engage the community to support families and caregivers • Establish mechanisms and platforms that promote feedback and ongoing communication between centres and community stakeholders • Drive strategic planning and implementation of family and community

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	<ul style="list-style-type: none"> Maintain confidentiality and respect families' and caregivers' privacy rights 	<p>interactions with families and caregivers</p> <ul style="list-style-type: none"> Identify relevant community resources to support family and caregiver engagements Assist in coaching families and caregivers in class or at home to support learning and development of children 	<ul style="list-style-type: none"> Facilitate informed choice and decision making by families or caregivers Build rapport with families that encourages mutual exchange of resources and information about children Assess effectiveness of communication and engagement methods based on feedback received from families and caregivers Promote positive learning outcomes for children through engagements with families and caregivers Design activities and resources that encourage families' or caregivers' involvement in children's education and care Coach families and caregivers to support the learning and development of children 	<p>team members and equal partners in the entire process of the interventions and children's learning and development</p> <ul style="list-style-type: none"> Facilitate family or caregiver education programmes that strengthen family and caregiver role and involvement in childcare and education Coach early intervention teachers to engage and build capabilities in families and caregivers to extend children's participation to family and community life Leverage on community resources to support families, caregivers and children 	<p>or caregivers to support child development</p> <ul style="list-style-type: none"> Determine the scope and type of involvement required of families and caregivers Develop engagement platforms, groups and feedback channels for Early Intervention Teachers, families and caregivers to interact and build trusting relationships Monitor ongoing communication and exchange of information between Early Intervention Teachers, families and caregivers Evaluate the home-centre-community engagement platforms and models Evaluate the interactions and relationships of Early Intervention Teachers with families, caregivers and community stakeholders 	<p>engagements with the Centre Manager</p> <ul style="list-style-type: none"> Establish standards of practice for engagements with families, caregivers or community stakeholders Establish shared networks of community stakeholders for the centres
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