

SKILLS FRAMEWORK FOR SOCIAL SERVICE SKILLS MAP - SENIOR CARE STAFF		
Sector	Social Service	
Track	Care and Programme	
Sub-track	Care	
Occupation	Care Staff	
Job Role	Senior Care Staff	
Job Role Description	<p>The Senior Care Staff supervises the provision of care to clients. He/She supervises the performance of tasks in care plans by care team members and provides input in the development and review of care plans with social service and/or healthcare professionals. He also supervises the daily operations and maintenance of the care environment and advises on measures to ensure clients observe house rules. He designs activities for clients to promote independence, health, wellness, and quality of life and monitors operations to ensure adherence to relevant statutory requirements and organisational policies.</p> <p>A resourceful, proactive and responsible professional who possesses good leadership and team management skills, the Senior 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
		Supervise care team members in supporting social service and/or healthcare professionals in providing assistance to clients in managing their healthcare needs
		Perform daily client management
		Supervise performance of tasks by care team members according to care plans
		Provide inputs to social service and/or healthcare professionals for the development and review of care plans
		Verify accuracy of documentation of client's condition, progress and care treatments
		Facilitate access arrangements and home leave for clients
	Maintain order, safety and cleanliness of the care environment	Advise on interventions for unusual or challenging client behaviours
		Advise on measures taken to ensure clients observe house rules
		Oversee implementation of measures to mitigate risk to clients
		Supervise housekeeping duties
		Review inventory for replenishing
		Ensure that all equipment is kept in clean and in working condition
	Conduct programmes and activities for clients	Supervise social, recreational and educational activities conducted by Care Staff
Design social, recreational and educational activities to promote independence, health, wellness, and quality of life		
Organise sessions for clients for the development of basic personal and social skills, simple academics or work skills		
Review client programmes, activities and trainings for improvements		

	Manage care operations	Monitor operations to ensure adherence to relevant statutory requirements and organisational policies		
		Develop manpower roster		
		Supervise daily handover to staff during shift change		
		Conduct regular operations review meetings with staff		
		Conduct staff trainings in providing assistance and care to clients		
	Perform stakeholder engagement	Liaise with other professionals, volunteers, organisations and stakeholders involved in the case 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 3	Communication	Advanced
	Client Supervision	Level 3	Interpersonal Skills	Advanced
	Collaborative Practices Across Disciplines and Sectors	Level 3	Problem Solving	Intermediate
	Conflict Management	Level 3	Decision Making	Intermediate
	Diversity Awareness and Management	Level 3	Leadership	Intermediate
	Emergency Response and Crisis Management	Level 3		
	Ethics, Values and Legislation	Level 3		
	Group Work Assessment and Planning	Level 3		
	Group Work Evaluation	Level 3		
	Group Work Intervention	Level 3		
	Intervention Implementation	Level 3		
	Para-Counselling	Level 2		
	Practice Supervision	Level 3		
	Professional Consultation	Level 3		
	Reflexive Practice	Level 3		
	Resilience and Self-care	Level 3		
	Social Sector Policy Influence	Level 3		
	Social Service Programme Development	Level 3		
	Social Service Programme Evaluation	Level 3		

	Social Service Programme Implementation	Level 3		
	Stakeholder Management	Level 3		
	Support Service to Children and Youths	Level 3		
	Support Service to Persons with Disabilities	Level 3		
	Support Service to Seniors	Level 3		
	Trends Evaluation and Application	Level 3		
Programme Listing	For a list of Training Programmes available for the Social Service sector, please visit: www.skillsfuture.sg/skills-framework/social-service			