<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Care Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Support Service to Seniors</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Provide support services to seniors, their families and caregivers by identifying and understanding their needs and concerns</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SSC-CAR-1007-1.1</td>
<td>SSC-CAR-2007-1.1</td>
<td>SSC-CAR-3007-1.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensure the safety of seniors when required to accompany them</td>
<td>Provide support and identify referral services to seniors through daily interaction with them</td>
<td>Guide care staff to provide support services to seniors through understanding their needs and interests</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Knowledge**
- Types of senior support services
- Types of transport devices and mobility aids
- Fall precaution measures
- Operating procedures of the transport devices and walking aids
- Organisational guidelines for Workplace Safety and Health (WSH)
- Ageing related health issues
- Self-care techniques
- Techniques and processes that are applied to different senior services programmes
- Senior services programmes, principles and practices
- Protocols of working with professionals in senior services programmes
- Organisational Standard Operating Procedures (SOPs) relating to client referrals
- Needs and conditions of seniors and their characteristics
- Communication techniques and their application relating to seniors
- Impact of ageing on communication
- Risks of stereotyping seniors
- Types of social services and support relating to seniors
- Factors for consideration when providing basic information relating to social services and support for seniors

**Abilities**
- Demonstrate knowledge of ageing related health issues
- Escort seniors safely from one location to another
- Assist seniors in moving from one location to another location with help of transport devices or walking aids
- Apply appropriate self-care techniques to
- Identify needs and concerns of seniors
- Clarify the manner in which client needs are addressed with reference to the different senior services programmes
- Apply senior services techniques and processes applicable to the specific programmes or service delivery activities
- Apply communication skills to interact with seniors, taking into account the impact of ageing on communication
- Provide information relating to social services and support for families and care-givers with seniors
- Refer seniors and their families to related programmes
| maintain emotional health of oneself | • Prioritise tasks according to organisational goals and changing requirements where directed |  |  |  |  |