

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

TSC Category	Professional Practice					
TSC	Resilience and Self-care					
TSC Description	Understand the actions and activities that will enhance overall health and well-being to enable continued practice as a professional in the sector					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	SSC-PPR-1012-1.1	SSC-PPR-2012-1.1	SSC-PPR-3012-1.1	SSC-PPR-4012-1.1	SSC-PPR-5012-1.1	SSC-PPR-6012-1.1
	Respond calmly to stress and seek guidance and support from one's supervisor on dealing with stress	Apply stress reduction techniques to manage one's stress	Develop and improve on one's self-care plans and manage one's stress	Provide support to staff in managing their stress and emotions	Facilitate self-care activities for staff and teams to help them build resilience and overcome barriers to effective management of health and well-being	Establish systems and processes to build and sustain a culture of resilience and self-care in staff across the organisation
Knowledge	<ul style="list-style-type: none"> General self-awareness, self-assessment and self-monitoring skills Potential occupational risk factors Staff rights, responsibilities and duties in relation to self-care Defensive techniques 	<ul style="list-style-type: none"> Principles of self-care Stress management techniques Concepts of personal effectiveness Impact of exercise and proper nutrition on personal health and well-being 	<ul style="list-style-type: none"> Coping strategies for handling stressful situations Emotional and practical support systems and resources within the organisation Symptoms and indicators of stress from professional practice Techniques for reframing negative experiences 	<ul style="list-style-type: none"> Principles to duty of self-care and duty to perform Self-care strategies, practices and techniques regarding boundaries and stress management Coping strategies for handling long-term stress Personal reflection and perspectives-taking Emotional and practical support systems, approaches and resources available within the organisation Signs of burnout 	<ul style="list-style-type: none"> Range of emotional and practical support systems, approaches and resources within and outside of the organisation Coaching techniques for stress management Counselling techniques for stress management 	<ul style="list-style-type: none"> Strategies to develop a supportive culture in the organisation Strategies to build and sustain resilience and self-care in professionals

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<p>Abilities</p>	<ul style="list-style-type: none"> Respond calmly to stressful situations Demonstrate awareness of one's overall health and well-being Seek guidance and support from one's supervisor on dealing with stress Apply defensive techniques as required 	<ul style="list-style-type: none"> Apply stress management techniques Reflect on one's personal effectiveness and adjust one's behaviours and emotions in work activities Identify undue emotional attachments or stress indicators during professional practice Apply principles of self-care and undertake practical action steps to maintain health and well-being Proactively seek additional consultation from peers or supervisors 	<ul style="list-style-type: none"> Identify individual strengths, weaknesses and vulnerabilities and recognise limitations in professional practice and competence Assess overall health and well-being and identify personal and occupational risks and stress indicators Exercise proactive self-care and consultations with peers or supervisors Apply prescribed assessments and procedures to develop and review individual self-care plans Apply coping strategies to reduce or regulate stress Reframe negative experiences to reduce or regulate the level of stress 	<ul style="list-style-type: none"> Advise colleagues on the balance between duty of self-care and duty to perform Remain objective and professional in emotionally challenging situations Advise staff in practising effective self-care Model effective self-care practices Monitor staff for signs of burnout 	<ul style="list-style-type: none"> Anticipate disruptions or identify recurring issues that affect the health and well-being of teams and professionals Facilitate self-care activities to help professionals and teams build resilience and overcome barriers to effective management of health and well-being Influence others in the organisation to practise effective self-care Coach professionals in managing their stress Counsel professionals who are in distress Take appropriate actions to help professionals avoid burnout Implement holistic frameworks for self-care 	<ul style="list-style-type: none"> Develop holistic frameworks for self-care Inculcate a supportive culture in the organisation for managing stress Establish systems and processes to build and sustain resilience and self-care in professionals across the organisation
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