

TRAINING ROADMAP

FOR COMMUNITY CARE ASSOCIATE AND SENIOR COMMUNITY CARE ASSOCIATE



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FOREWORD BY ADVISORS



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As Singapore transits towards a super-aged society, a strong and robust Community Care sector is needed to serve the growing needs of our community. As the caregiving landscape continues to evolve, driven by demographic shifts, technological advancements and changing social norms, the need for well-trained, compassionate professionals has never been more pressing.

Towards this goal of building a more robust Community Care sector, AIC together with MOH embarked on a sector Job Redesign initiative to transform the Community Care workforce and through that initiative, created a new career track for Care Professionals. The aim of this initiative is to create value-added care roles and develop a more structured career pathway to help attract and develop local care talents. The Care Track comprises four new Care Professional roles and we are pleased to introduce training roadmaps for two roles namely, (i) Community Care Associates and (ii) Senior Community Care Associates. These roadmaps seek to further professionalise the Community Care sector and provide a clear progression pathway for existing care professionals who are looking to upskill themselves, and guide prospective learners looking forward to a career in this sector.

The Community Care Associate and Senior Community Care Associate are both quintessential roles in the Community Care sector and will contribute to multi-disciplinary teams while continuing to deliver personal care. They will work alongside Nurses and Allied Health Professionals in delivering seamless and holistic care in Community Care settings such as nursing homes and centre-based care.

Within these pages, you will find a comprehensive overview of skills and expertise one can expect as they journey towards becoming a Community Care professional. These will include domains such as Clinical Care, Care Co-ordination, Psychosocial and Therapy elements.

Along the journey of developing these roadmaps, we would like to thank the Chief Nursing Officer (CNO), Chief Allied Health Officer (CAHO), and our workgroup comprising Kwong Wai Shiu Hospital (Community Training Institute), HMI Institute of Health Sciences, St Luke's ElderCare (CommCare Academy), Ren Ci Hospital (Ren Ci Learning Academy) for their effort and contributions. Their insights and expertise have been instrumental in putting together this guide.

We hope that these roadmaps provide guidance for our stakeholders and prospective learners or even a call to action for anyone interested to take the next step to serve in the Community Care sector.

We would like to encourage you to join us and embark on this journey to chart a course towards strengthening the Community Care sector.



Training Roadmap for Community Care Associate and Senior Community Care Associate

**Job Role
Description and
Pre-requisites**

**Programme
Listing**

**Critical Work
Functions and
Key Tasks**

**Skills and
Competencies**

JOB ROLE DESCRIPTION AND PRE-REQUISITES

| | Community Care Associate | Senior Community Care Associate |
|--------------------------------|--|---|
| Job role description | <p>A Community Care Associate is responsible for providing quality interaction, engagement activities and daily living care, to provide the elderly with a dignified life. S/He works together with relevant healthcare staff to promote the maintenance of clients' independent living skills through holistic care.</p> <p>S/He operates in a variety of Community Care settings, such as senior care centres, nursing homes, home care and integrated care facilities. The Community Care Associate cares for clients in his/her assigned beds, wards or centre.</p> <p>S/He should be caring, energetic, in a good state of well-being and emotionally resilient. S/He should also be proactive, responsible, accountable, agile and adaptable to different work situations.</p> | <p>A Senior Community Care Associate is responsible for providing quality interaction, engagement activities and daily living care, to provide the elderly with a dignified life. S/He works together with relevant healthcare staff to promote the maintenance of clients' independent living skills through holistic care.</p> <p>S/He ensures smooth implementation of operational procedures, including conducting programmes and activities, administration of medication and adherence to individualised care plans.</p> <p>S/He operates in a variety of Community Care settings, such as senior care centres, nursing homes, home care and integrated care facilities. The Senior Community Care Associate cares for clients in his/her assigned wards, floor or centre.</p> <p>S/He should be caring, energetic, in a good state of well-being and emotionally resilient. S/He should also be proactive, responsible, accountable, agile and adaptable to different work situations.</p> |
| Training pre-requisites | <ul style="list-style-type: none"> • No prior work experience is required • Obtained at least a C6 pass at GCE 'N' level in any 1 subject; OR • WPL 4 (Reading, Listening, Speaking) AND WPL 3 (Writing) | <ul style="list-style-type: none"> • Obtained WSQ Higher Certificate in Healthcare (Community Care) AND • With at least 2 years of working experience as CCA in the Community Care sector |

CRITICAL WORK FUNCTIONS AND KEY TASKS

| | Key Tasks | |
|---|---|---|
| | Community Care Associate | Senior Community Care Associate |
| Support client care | <ul style="list-style-type: none"> • Perform basic physiological monitoring of clients • Assist in supporting trained staff in medical emergencies or crisis situations • Attend to clients' needs in their activities of daily living • Perform planned nursing and therapy interventions • Respond to unusual or challenging behaviours of clients | <ul style="list-style-type: none"> • Perform measurement of basic health parameters • Assist in supporting trained staff in medical emergencies or crisis situations • Attend to clients' needs in their activities of daily living • Assist in procedures and treatments • Recommend responses for unusual or challenging behaviours of clients |
| Conduct programmes and activities for clients | <ul style="list-style-type: none"> • Conduct social, recreational and educational activities to promote independence, health, wellness and quality of life • Identify areas of improvements in programmes, activities and trainings | <ul style="list-style-type: none"> • Provide input for the design of social, recreational and educational activities to promote independence, health, wellness, and quality of life • Identify areas of improvements in programmes, activities and trainings |
| Perform stakeholder engagement | <ul style="list-style-type: none"> • Build rapport and professional relationships with clients and significant others | <ul style="list-style-type: none"> • Build rapport and professional relationships with clients and significant others • Monitor clients for early signs and/or deterioration using appropriate physiological assessments and observations |
| Support department administration and operations | <ul style="list-style-type: none"> • Adhere to infection control procedures • Maintain cleanliness and safety of work areas • Monitor inventories • Perform daily handover to staff • Participate in quality improvement activities | <ul style="list-style-type: none"> • Adhere to infection control procedures • Maintain cleanliness and safety of work areas • Maintain inventories and equipment • Perform daily handover to staff • Participate in quality improvement activities |

SKILLS AND COMPETENCIES

COMMUNITY CARE ASSOCIATE

| Technical Skills and Competencies (TSCs) | Level |
|--|-------|
| Intervention Implementation | 2 |
| Infection Prevention and Control in Nursing Practice | 2 |
| Patient Care Delivery in Nursing | 2 |
| Feeding Management in Community Care | 2 |
| Mobility and Ambulation Assistance in Nursing | 2 |
| Medication Management in Nursing | 2 |
| Patient Empowerment on Self-care | 2 |
| Effective Communication in Nursing | 2 |
| Emergency Response and Crisis Management | 2 |
| Professional, Legal and Ethical Healthcare Practice | 2 |
| Wound Management in Nursing | 2 |
| Care Assistance | 1 |
| Support Service to Seniors | 1 |
| Resilience and Self-care | 1 |
| Inventory Control and Equipment Maintenance in Rehabilitation Care | 1 |
| Workplace Safety and Health | 1 |
| Quality Improvement and Safe Practices | 2 |

| Critical Core Skills (CCS) | Level |
|----------------------------|-------|
| Customer Orientation | Basic |
| Collaboration | Basic |
| Communication | Basic |
| Problem Solving | Basic |
| Self-management | Basic |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: Care Services | TSC: Intervention Implementation |
|------------------------------------|---|
| TSC Description | Perform the appropriate interventions based on client's needs, conditions and care plan |
| TSC Proficiency Level | Level 2 |
| TSC Proficiency Description | Apply relevant client and implementation considerations to support execution of intervention based on client's care plan |
| Knowledge | <ul style="list-style-type: none"> • Psychological, physiological environmental and emotional effects on clients and the strategies to cope with them • Types of interventions carried out for clients and the reasons for using them • Types of client reactions to the interventions • Life stage development and the limitation and abilities of clients • Steps to implement interventions and therapy • Instructions for appropriate range of activities for clients of different ages and abilities |
| Abilities | <ul style="list-style-type: none"> • Execute clients' care plans • Make recommendations to existing clients' care plans • Select suitable activities, resources and equipment based on care plans • Communicate clear and accurate instructions • Communicate in a manner that encourages participation and is suitable for the clients • Take prompt and appropriate action in response to the clients who have adverse reactions to interventions |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: | Quality and Patient Safety | TSC: | Infection Prevention and Control in Nursing Practice |
|------------------------------------|--|-------------|---|
| TSC Description | Prevent the spread of infectious agents through infection control practices and regular audits to ensure preventive measures are in place | | |
| TSC Proficiency Level | Level 2 | | |
| TSC Proficiency Description | Adhere to organisation's infection control and prevention processes | | |
| Knowledge | <ul style="list-style-type: none"> • Basic medical terminologies • Organisation's specific infection prevention and control procedures • Standard and Transmission Based Precaution • Infectious Disease Isolation policy • General waste management • Biohazard waste management • Guidelines on disinfection and sterilisation procedures • Five moments of hand hygiene and surgical hand wash procedures • Patients' values and needs | | |
| Abilities | <ul style="list-style-type: none"> • Select and use appropriate Personal Protective Equipment (PPE) • Practise standard and transmission based precautions in accordance with patient's conditions • Practise strict hand hygiene in accordance with five moments of patient's contact • Reinforce appropriate infection control practices to patients and caregivers | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Patient Care Delivery in Nursing |
|------------------------------------|--|
| TSC Description | Provide comprehensive, evidence-based nursing care according to plan of care to achieve optimal patient outcomes |
| TSC Proficiency Level | Level 2 |
| TSC Proficiency Description | Assist nursing team in performing daily basic patient care activities |
| Knowledge | <ul style="list-style-type: none"> • Basic structures and functions of heart, sensory organs and excretory organs • Basic functional assessment tools • Basic mental health awareness • Cultural awareness and person-centred care • Communication skills • Types of equipment, tools and techniques used for measurement of height, weight, and vital signs • Normal range of vital signs • Types of equipment used to assist patients for activities of daily living • Admission and discharge procedures • Organisational procedures and guidelines in documentation • Types of nursing interventions to assist patients in activities of daily living • Cognitive, affective and psychomotor skills • Organisational policies, standards and practices in patient care delivery • Infection prevention and control practices |
| Abilities | <ul style="list-style-type: none"> • Assist patients in admission and discharge procedures • Support clinical procedures • Perform nursing care and support patients' activities of daily activities • Report abnormalities in patients' condition to trained staff • Assist in transfer of patients to another unit for clinical procedures • Operate equipment and tools and pick up signs of abnormality before or during care processes • Maintain accurate and complete documentations in accordance with organisational procedures • Comply with infection prevention and control practices in performing patient care activities |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Feeding Management in Community Care |
|------------------------------------|--|
| TSC Description | Prepare clients for meals and assist feeding |
| TSC Proficiency Level | Level 2 |
| TSC Proficiency Description | Perform oral and tube feeding |
| Knowledge | <ul style="list-style-type: none"> • Nutritional needs of client • Challenges in feeding and achieving adequate oral intake • Types of normal, therapeutic and texture-modified diets • Effects of non-adherence to diet plans • Types of positioning used for feeding • Types of tools and equipment for oral and tube feeding • Complications during oral and tube feeding • Types of tube feeding • Standard precautions in personal hygiene practices • Signs and complications of dysphagia |
| Abilities | <ul style="list-style-type: none"> • Implement dysphagia care plans • Interpret diet plans • Assess client needs for oral or tube feeding • Adjust fluids and food based on texture-modified diet • Prepare and position client for oral or tube feeding • Assist client with oral or tube feeding • Provide opportunities to promote independence of clients to feed themselves • Complete documentation in relation to feeding for client • Report complications and issues according to organisational policies and procedures |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Mobility and Ambulation Assistance in Nursing |
|------------------------------------|---|
| TSC Description | Provide mobility and ambulation assistance to patients |
| TSC Proficiency Level | Level 2 |
| TSC Proficiency Description | Assist in ambulation, mobilisation, positioning and transfer of stable patients |
| Knowledge | <ul style="list-style-type: none"> • Environmental factors in relation to prevention of falls • Organisational workplace safety and health procedures • Fall prevention strategies and approaches • Basic structure and functions of the musculoskeletal system • Factors affecting mobility and ambulation • Organisational procedures for safe lifting, transferring and positioning of patients • Techniques in safe lifting, transferring and positioning of patients • Types, functions and uses of mobility aids, support and devices |
| Abilities | <ul style="list-style-type: none"> • Assess patients for level of assistance required on mobility and ambulation prevention strategies • Assess environments for any obstructions • Support the patients' use of adaptive devices for safe mobility and ambulation • Apply precautionary measures to prevent fall incidents • Check equipment and items required are functioning before patient transfers • Perform safe lifting, transferring and positioning of stable patients in accordance with organisational policies |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Medication Management in Nursing |
|------------------------------------|---|
| TSC Description | Perform safe handling and administration of medication |
| TSC Proficiency Level | Level 2 |
| TSC Proficiency Description | Assist in serving of oral and topical medications |
| Knowledge | <ul style="list-style-type: none"> • Organisational guidelines on assisting in serving of oral and topical medications • Common oral and topical medications and types of preparation • Common routes of medication administration • Common clinical and medication terminologies used • Common errors in handling medications • Common drug allergy reactions to medications • Methods of disposal for medication |
| Abilities | <ul style="list-style-type: none"> • Assist patients with oral and topical medications as instructed • Recognise and report common drug allergy reactions • Ensure proper storage and disposal of medication |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: | Patient and/or Client Education and Health Promotion | TSC: | Patient Empowerment on Self-care |
|------------------------------------|--|-------------|---|
| TSC Description | Empower patients and family members in self-care management through health coaching | | |
| TSC Proficiency Level | Level 2 | | |
| TSC Proficiency Description | Assist in providing health coaching to patients and/or caregivers in performing Activities of Daily Living (ADLs) | | |
| Knowledge | <ul style="list-style-type: none"> • Advocacy as part of patient-centred practice • Communication skills • Techniques on use of medical devices | | |
| Abilities | <ul style="list-style-type: none"> • Build trust and rapport with patients and caregivers • Assess patients' and caregivers' confidence to perform activities of daily living • Guide patients and caregivers on the techniques in performing self-care and use of devices • Provide information to stakeholders on patients' progress in the self-care management plans • Provide positive reinforcements for improvement in performing self-care management | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Effective Communication in Nursing |
|------------------------------------|---|
| TSC Description | Demonstrate efficient communication to promote patients' physical and mental well-being to achieve health-related goals |
| TSC Proficiency Level | Level 2 |
| TSC Proficiency Description | Provide information to patients, families and/or caregivers, and healthcare teams |
| Knowledge | <ul style="list-style-type: none"> • Principles of effective verbal and non-verbal communication • Methods to build trust and rapport with patients, families and healthcare teams • Cultural influences on effective communication • Principles of active listening • Types of barriers in communication • Organisational guidelines and procedures on communications • Escalation policies and procedures • Guidelines for documentation of interventions and/or communicated information provided to patients |
| Abilities | <ul style="list-style-type: none"> • Build rapport with patients, families and healthcare teams • Communicate with patients and families to deliver care and facilitate understanding of patients' needs, taking into consideration cultural context of patients and their families • Identify barriers to communication and escalate to relevant personnel • Engage in effective verbal communication and active listening skills • Check effectiveness of communication and adapt accordingly • Document written, electronic and verbal communication clearly • Secure patient privacy, security and confidentiality in communication provided |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: | Enterprise Risk Management | TSC: Emergency Response and Crisis Management |
|------------------------------------|---|---|
| TSC Description | Support, implement and develop emergency response and crisis management plans and policies | |
| TSC Proficiency Level | Level 2 | |
| TSC Proficiency Description | Participate in emergency response and/or crisis management plans | |
| Knowledge | <ul style="list-style-type: none"> • Emergency response and crisis management plans relevant to the organisation • Emergency scenarios relevant to the industry • Resources required for responding to emergency scenarios • Organisation's emergency response and crisis management plans and procedures • Individual's role and responsibilities in designated groups or stations in emergency response and/or crisis management plans • De-escalation processes for emergency and crisis situations | |
| Abilities | <ul style="list-style-type: none"> • Respond to emergency or crisis situations in accordance with the emergency response and/or crisis management plans • Alert supervisors of potential escalation of emergency and/or crisis situations • Assist in the conduct of emergency or crisis response drills in accordance with the emergency response and/or crisis management plans • Participate in the organisation's emergency and/or crisis control exercises • Document incidents according to organisational procedures • Report incidents according to organisational procedures | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: | Ethics and Professionalism | TSC: | Professional, Legal and Ethical Healthcare Practice |
|------------------------------------|---|-------------|--|
| TSC Description | Apply legal and ethical principles and professional code of conduct to uphold the integrity and reputation of the organisation and the profession | | |
| TSC Proficiency Level | Level 2 | | |
| TSC Proficiency Description | Apply organisational code of conduct in the delivery of services to clients and patients | | |
| Knowledge | <ul style="list-style-type: none"> • Organisation's code of conduct • Concept of accountability • Disciplinary measures for contravening the code of conduct • Principles and practices of confidentiality and rights and interests of clients, caregivers and stakeholders • Personal Data Protection Act • Organisational policies and procedures relating to legal and ethical practices | | |
| Abilities | <ul style="list-style-type: none"> • Adhere to the organisation's code of conduct in daily work • Accept responsibility for own behaviour • Recognise and report issues and misconduct • Adhere to the Personal Data Protection Act strictly | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Wound Management in Nursing |
|------------------------------------|---|
| TSC Description | Provide wound care management in patient care delivery |
| TSC Proficiency Level | Level 2 |
| TSC Proficiency Description | Support basic wound care and prevention of pressure injuries |
| Knowledge | <ul style="list-style-type: none"> • Organisation guidelines on wound care and wound dressing • Fundamentals of skin integrity • Fundamentals of infection control • Use of simple wound products • Steps in opening and handling of sterile items • Standard operating procedures in handling and disposal of contaminated material • SSKIN (skin, surface, keep moving, incontinence, nutrition and hydration) bundle tool for care planning • Skin Integrity Assessments • Causes and signs of pressure injuries • Medication and equipment to prevent pressure injuries |
| Abilities | <ul style="list-style-type: none"> • Perform simple wound dressings for simple wounds (stage 1) • Report skin conditions to Registered Nurse • Conduct skin integrity assessment • Apply preventive measures against pressure injuries • Document updates on pressure injuries in accordance with organisational policies and procedures |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: | Care Services | TSC: | Care Assistance |
|------------------------------------|--|-------------|------------------------|
| TSC Description | Provide care, assistance and training in Activities of Daily Living (ADLs) | | |
| TSC Proficiency Level | Level 1 | | |
| TSC Proficiency Description | Follow organisational policies, protocols and procedures to provide care and assistance in Activities of Daily Living (ADLs) | | |
| Knowledge | <ul style="list-style-type: none"> • Enhanced client needs in ADLs • Common chronic health conditions afflicting clients • Tools and equipment for ADLs and the ways to prepare them • Ways to ensure client's privacy and dignity • Factors to consider in carrying out ADLs • Abnormalities and risks in client conditions • Organisational Standard Operating Procedures (SOPs) for recording and reporting ADLs • Organisational SOPs for responding to emergencies • Regulatory requirements and guidelines in assisting clients with chronic or acute conditions • First aid and the use of Automated External Defibrillators (AEDs) | | |
| Abilities | <ul style="list-style-type: none"> • Prepare tools and equipment to assist clients' ADLs in accordance with care plans • Explain clearly to client the ADLs to be conducted using effective communication skills • Take appropriate actions to ensure client's privacy and dignity are protected • Prepare client for ADLs • Carry out the ADLs in accordance with established organisational procedures • Dispose waste in accordance with established procedures and regulatory requirements and guidelines • Respond to emergencies according to organisational SOPs • Report abnormalities to supervisors | | |

| TSC Category: | Care Services | TSC: | Support Service to Seniors |
|------------------------------------|---|-------------|----------------------------|
| TSC Description | Provide support services to seniors, their families and caregivers by identifying and understanding their needs and concerns | | |
| TSC Proficiency Level | Level 1 | | |
| TSC Proficiency Description | Ensure the safety of seniors when required to accompany them | | |
| Knowledge | <ul style="list-style-type: none"> • 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 | | |
| Abilities | <ul style="list-style-type: none"> • Demonstrate knowledge of ageing related health issues • Escort seniors safely from one location to another • Assist seniors in moving from one location to another with help of transport devices or walking aids • Apply appropriate self-care techniques to maintain emotional health of oneself | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| 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 Level | Level 1 | | |
| TSC Proficiency Description | Respond calmly to stress and seek guidance and support from one's supervisor on dealing with stress | | |
| 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 | | |
| Abilities | <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 | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: | Department Management | TSC: | Inventory Control and Equipment Maintenance in Rehabilitation Care |
|------------------------------------|--|-------------|--|
| TSC Description | Perform inventory control and maintain equipment for the therapy department | | |
| TSC Proficiency Level | Level 1 | | |
| TSC Proficiency Description | Maintain inventory and equipment as instructed | | |
| Knowledge | <ul style="list-style-type: none"> • Types of inventory and items included in department inventory • Manufacturers' instructions for operating, cleaning and storing equipment and appliances • Organisation-specific policies and Standard Operating Procedures (SOPs) for workplace safety and health, and hygiene, infection control and disease management • Manufacturer or organisation-specific procedures of preventative maintenance of therapy equipment and appliances • Procedures for recording and reporting therapy equipment and appliance servicing and faults • Organisational-specific policies and SOPs for replacement of therapy equipment, materials and appliances • Organisational protocols for notifying staff of equipment and appliance unavailability • Procedures in checking inventory for therapy equipment, materials and appliances | | |
| Abilities | <ul style="list-style-type: none"> • Store therapy equipment, materials and appliances • Monitor therapy equipment, materials and appliances to ensure that they are operating appropriately • Apply organisational procedures to carry out preventative maintenance • Apply organisational procedures to arrange for the cleaning, servicing, adjustment, repair, and replacement of therapy equipment, materials or appliances • Monitor the availability of therapy equipment, materials and appliances • Maintain the supply of therapy equipment, materials and appliances • Monitor product expiry dates, report and replace as needed • Document and report activities related to inventory control and equipment maintenance • Inform supervisor of faulty equipment or insufficient inventory levels | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: | Quality and Patient Safety | TSC: Workplace Safety and Health |
|------------------------------------|---|--|
| TSC Description | Establish a workplace safety and health system as well as maintain and comply with Workplace Safety and Health (WSH) policies and procedures | |
| TSC Proficiency Level | Level 1 | |
| TSC Proficiency Description | Comply with Workplace Safety and Health (WSH) policies and procedures by following safe work practices, workplace emergency response procedures and risk control and participating in WSH management activities | |
| Knowledge | <ul style="list-style-type: none"> • Worker's responsibilities stipulated under the WSH Act • Risks associated with assigned tasks • Workplace procedures for reporting WSH issues and contributing and participating in WSH • Organisational procedures for risk control and dealing with emergencies • Types of personal protective equipment and safety devices • Types and importance of safety signs • Procedures for proper use of personal protective equipment, safety devices, anti-viral, and disinfectants | |
| Abilities | <ul style="list-style-type: none"> • Practise personal hygiene at workplace and report WSH issues to appropriate persons in accordance with the organisational procedures and WSH Act • Follow safety signs, instructions and workplace risk control measures in accordance with the organisational procedures • Identify and report potential hazards and risks associated with the work areas and unsafe working conditions and work practices in accordance with the organisational procedures • Adhere to PPE requirements and safety devices required • Follow the instructions given by authorised personnel and infectious disease outbreak control in the event of emergency at the workplace in accordance with the guidelines provided by the relevant regulatory bodies • Participate in resolving hazards and risks identified in the work areas in accordance with the organisational procedures • Seek assistance and guidance from co-workers and supervisors in dealing with workplace emergencies • Participate in WSH training and provide feedback on information needed to handle workplace emergencies | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
COMMUNITY CARE ASSOCIATE

| TSC Category: | Quality and Patient Safety | TSC: | Quality Improvement and Safe Practices |
|------------------------------------|---|-------------|---|
| TSC Description | Drive continuous improvement, risk management and implementation of safety design principles to achieve quality and patient safety outcomes | | |
| TSC Proficiency Level | Level 2 | | |
| TSC Proficiency Description | Assist in continuous improvement and patient safety processes within own work areas | | |
| Knowledge | <ul style="list-style-type: none"> • Quality improvement concepts • Nursing quality and patient safety indicators and goals • Patient safety concepts • Individual role in preventing errors | | |
| Abilities | <ul style="list-style-type: none"> • Suggest areas for continuous improvement within own work areas • Apply continuous improvement techniques • Apply best practice standards to provide safe care • Carry out improvement activities in accordance with action plans under supervision | | |

SKILLS AND COMPETENCIES

SENIOR COMMUNITY CARE ASSOCIATE

| Technical Skills and Competencies (TSCs) | Level |
|--|----------|
| Intervention Implementation | 3 |
| Infection Prevention and Control in Nursing Practice | 3 |
| Patient Care Delivery in Nursing | 3 |
| Effective Communication in Nursing | 3 |
| Group Therapy Planning and Implementation | 3 |
| Client Assessment in Therapy Support | 1 |
| Client Education in Therapy Support | 1 |
| Resilience and Self-care | 2 |
| Inventory Control and Equipment Maintenance in Rehabilitation Care | 2 |
| Excellence in Service | 2 |

| Critical Core Skills (CCS) | Level |
|----------------------------|--------------|
| Customer Orientation | Basic |
| Collaboration | Basic |
| Communication | Basic |
| Problem Solving | Basic |
| Self-management | Basic |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: Care Services | TSC: Intervention Implementation |
|------------------------------------|--|
| TSC Description | Perform the appropriate interventions based on client's needs, conditions and care plan |
| TSC Proficiency Level | Level 3 |
| TSC Proficiency Description | Translate client needs and organisational parameters into the implementation and modification of intervention |
| Knowledge | <ul style="list-style-type: none"> • Individual Care Plans • Complex requirements, conditions and considerations of clients • Variation in client needs and requirements • Impact of client needs and conditions on participation • Principles and practices of group dynamics • Workplace Safety and Health (WSH) legislation relevant to the provision of interventions • Reporting and documentation requirements • Instructional methods for providing guidance to care staff |
| Abilities | <ul style="list-style-type: none"> • Monitor implementation of care plans to ensure proper execution • Modify activities to meet client needs • Introduce appropriate range of activities to take into account clients' physical and functional conditions and social interaction needs • Assess and implement therapies and interventions for clients • Identify and seek resources required for interventions • Conduct interventions and report them according to organisational Standard Operating Procedures (SOPs) |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: | Quality and Patient Safety | TSC: | Infection Prevention and Control in Nursing Practice |
|------------------------------------|---|-------------|---|
| TSC Description | Prevent the spread of infectious agents through infection control practices and regular audits to ensure preventive measures are in place | | |
| TSC Proficiency Level | Level 3 | | |
| TSC Proficiency Description | Carry out organisation's infection control and prevention processes | | |
| Knowledge | Use of Personal Protective Equipment (PPE) | | |
| Abilities | <ul style="list-style-type: none"> • Adhere to standard and transmission based precautions • Identify unusual exfoliated skin conditions and respiratory secretions and escalate to staff nurses in charge • Carry out appropriate sterilisation and disinfection of medical equipment and instruments used • Teach patients and caregivers on appropriate infection control practices • Report audit outcomes and provide recommendations • Contact tracing of infectious agents exposure • Conduct environment audits on the proper application of infection control and sanitation procedures within the department | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Patient Care Delivery in Nursing |
|------------------------------------|--|
| TSC Description | Provide comprehensive, evidence-based nursing care according to plan of care to achieve optimal patient outcomes |
| TSC Proficiency Level | Level 3 |
| TSC Proficiency Description | Carry out plans of care |
| Knowledge | <ul style="list-style-type: none"> • Basic anatomy and physiology of body systems • Principles of nursing health assessment • Types of investigation procedures • Discharge planning and preparation • Psychiatric and mental health conditions • Geriatric and palliative care • Common diseases specific to nursing care • Roles and responsibilities of different stakeholders in a healthcare team • Effective communication techniques with nursing and healthcare teams • Nursing diagnosis and nursing care plans • Types of clinical practice guidelines and/or clinical pathways • Types of decision making and problem solving techniques • Ethical, legal and governance requirements in relation to professional practice • Types of health assessment tools |
| Abilities | <ul style="list-style-type: none"> • Assist in comprehensive health assessments • Implement nursing interventions according to care plans • Assist in the evaluation of nursing care plans • Monitor patients' progress and report any changes in conditions to trained staff • Assist with prescribed investigations, procedures and treatments • Apply evidence-based clinical practice guidelines and/or clinical pathways • Support in discharge procedures and referrals • Support in monitoring compliance with infection prevention and control practices • Support trained nurses in monitoring performance of junior staff in delegated patient care activities |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Effective Communication in Nursing |
|------------------------------------|--|
| TSC Description | Demonstrate efficient communication to promote patients' physical and mental well-being to achieve health-related goals |
| TSC Proficiency Level | Level 3 |
| TSC Proficiency Description | Communicate assessment results, intervention plans and outcomes to patients, families and/or caregivers, and healthcare teams for routine cases |
| Knowledge | <ul style="list-style-type: none"> • Principles of therapeutic communication • Techniques of therapeutic communication • Ethical and legal considerations in handling and communication of sensitive or confidential information • Handover and/or hand-off communication techniques |
| Abilities | <ul style="list-style-type: none"> • Explain patients' results and nursing care plans in a clear and concise manner • Explain nursing care plans, goals and discharge plans with patients and/or caregivers • Document communication delivered to patients in accordance with organisational policy • Apply therapeutic techniques when communicating to patients to understand their needs • Escalate changes in conditions in a timely manner to relevant personnel • Conduct effective handover of care |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Group Therapy Planning and Implementation |
|------------------------------------|--|
| TSC Description | Plan and provide group therapy interventions |
| TSC Proficiency Level | Level 3 |
| TSC Proficiency Description | Provide group therapy interventions for routine cases and seek guidance for complex and/or novel cases |
| Knowledge | <ul style="list-style-type: none"> • Complexities and benefits of group therapy • Evidence-based group therapy intervention techniques • Resource requirements for conducting group therapy • Group facilitation techniques to engage clients in order to foster participation in group activities • Range of group therapy activities and the use of appropriate equipment in therapy • Types of interventions in a group setting • Group facilitation techniques • Group behaviour management • Selection criteria for candidates suitable for group therapy • Effect of group dynamics and processes on individuals, subgroups and groups as a whole • Limitations and safety considerations of group therapy • Code of conduct and relevant ethical or legislative guidelines governing group therapy • Demographic and medical profiles of group therapy clients and their functioning levels and/or status |
| Abilities | <ul style="list-style-type: none"> • Identify the purpose and state intended outcomes of group therapy sessions • Select appropriate clients and activities based on objectives of the group therapy • Identify and prepare resources required to conduct group therapy sessions • Provide instructions and demonstrations about the activities and/or use of equipment to the clients • Develop rules for group behaviour with all group members, including consequences for breaches in behaviour requirements • Conduct group therapy sessions based on session plan independently, using appropriate facilitation and communication strategies • Identify and manage group membership roles that develop in the process of group therapy • Set ground rules for group behaviour and manage group dynamics during the session • Adjust facilitation and communication strategies based on the groups' needs, responses and targeted outcomes • Ensure safety of the group throughout the therapy sessions • Use evidence-based practice principles to modify and monitor group therapy sessions • Provide follow-up on progress for clients and help them understand the importance of completing the group therapy interventions • Monitor group therapy outcomes and suggest ways to improve delivery • Develop group activity plans for therapy support to execute for specified client groups |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: Patient Care | TSC: Client Assessment in Therapy Support |
|------------------------------------|--|
| TSC Description | Provide support to therapists in performing client assessments |
| TSC Proficiency Level | Level 1 |
| TSC Proficiency Description | Assist therapists in performing routine client assessments, as instructed and guided by the therapists |
| Knowledge | <ul style="list-style-type: none"> • Basic human science and function • Types of client assessments in assigned therapy areas within relevant work settings • Responsibilities and limitation of the roles of therapy assistants and therapists • Workplace Safety and Health (WSH) requirements • Safe manual handling techniques • Effective client communication techniques • Common clinical terminologies • Appropriate, safe and effective use of materials, instruments and equipment and their purpose • Organisation-specific policies and standard operating procedures for client services • Infection control practices • Workplace documentation and storage processes |
| Abilities | <ul style="list-style-type: none"> • Apply effective communication techniques • Check that all therapy equipment is in good working condition and all materials are ready and available for use • Set up the physical environment and equipment in accordance with safety and organisational procedures • Assist to move or transfer clients safely • Dispose waste materials in accordance with organisational procedures • Apply infection control practices for self, environment and equipment |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: | Patient and/or Client Education and Health Promotion | | TSC: | Client Education in Therapy Support |
|------------------------------------|---|--|-------------|--|
| TSC Description | Provide support to therapists in delivering and facilitating continuity of care with clients and caregivers | | | |
| TSC Proficiency Level | Level 1 | | | |
| TSC Proficiency Description | Support therapists to reinforce client education to clients and caregivers, as instructed and guided by the therapists to achieve each client's treatment or health promotion goals | | | |
| Knowledge | <ul style="list-style-type: none"> • Effective communication techniques • Methods to reinforce client education • Relevant therapy techniques and/or exercises in assigned therapy area(s) • Responsibilities and limitations of the roles of therapy assistants and therapists • Functions, risks and safety precautions of assistive devices in assigned therapy area(s) • Organisation-specific policies and Standard Operating Procedures (SOPs) for client services | | | |
| Abilities | <ul style="list-style-type: none"> • Reinforce client education for clients and caregivers, as instructed by therapists • Educate clients and caregivers on the various interventions or treatments for the clients in assigned therapy area(s) under supervision of therapists • Train caregivers in performing exercises for the clients and other relevant activities to manage client conditions under supervision of therapists • Train clients and caregivers in correct use of prescribed orthoses and assistive devices in assigned therapy area(s) under supervision of therapists • Provide reminders to clients and caregivers on interventions, exercises or use of assistive devices, as instructed by therapists • Reinforce potential safety precautions and risks associated with use of equipment • Monitor compliance of clients and patients to therapists' recommended activities and use of assistive devices, and report adherence to therapists | | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| 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 Level | Level 2 | | |
| TSC Proficiency Description | Apply stress reduction techniques to manage one's stress | | |
| Knowledge | <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 | | |
| Abilities | <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 | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: | Department Management | TSC: | Inventory Control and Equipment Maintenance in Rehabilitation Care |
|------------------------------------|---|-------------|--|
| TSC Description | Perform inventory control and maintain equipment for the therapy department | | |
| TSC Proficiency Level | Level 2 | | |
| TSC Proficiency Description | Monitor inventory control and equipment maintenance | | |
| Knowledge | <ul style="list-style-type: none"> • Procedures and tools for checking availability and maintenance of therapy equipment, appliances and materials | | |
| Abilities | <ul style="list-style-type: none"> • Conduct checks on therapy equipment, materials and appliances to ensure that they are operating appropriately • Guide teams in storage and maintenance of therapy equipment, materials and appliances • Ensure that teams apply organisational procedures in carrying out storage and maintenance of therapy equipment, materials and appliances • Conduct checks to ensure the availability and maintain the supply of therapy equipment, materials and appliances • Review documentation on activities related to inventory control and equipment maintenance | | |

TECHNICAL SKILLS AND COMPETENCIES REFERENCE DOCUMENTS
SENIOR COMMUNITY CARE ASSOCIATE

| TSC Category: | Quality and Patient Safety | TSC: Excellence in Service |
|------------------------------------|--|--|
| TSC Description | Create strategies to foster positive customer and/or patient experiences and deliver service excellence throughout the engagement lifecycle | |
| TSC Proficiency Level | Level 2 | |
| TSC Proficiency Description | Support service excellence by going the extra mile and providing customers and/or patients with a positive experience, escalating feedback on areas for improvement | |
| Knowledge | <ul style="list-style-type: none"> • Qualities and characteristics of positive customer and/or patient interactions and experiences • Importance of going the extra mile for the customers and/or patients and the organisation • Methods to exceed customer and/or patient expectations • Methods to escalate areas of improvement to enhance customer and/or patient experience • Types of triggers in the service environment • Types of service challenges | |
| Abilities | <ul style="list-style-type: none"> • Articulate identified customer and/or patient needs and expectations • Attend to customer and/or patient needs through observations • Interact positively with customers and/or patients and adopt a solution focused approach • Go the extra mile, within reason, when delivering service to exceed customer and/or patient expectations • Create a positive customer and/or patient experience by offering customised and personalised services • Identify triggers in the service environment that may lead to potential service challenges • Apply service recovery procedures to respond to service challenges • Identify areas of improvement as per customer and/or patient feedback • Identify challenges that require escalation • Escalate feedback on areas of improvement to enhance the customer and/or patient experience • Escalate difficult situations to supervisors • Identify the customers profiles and their positions within the healthcare sector • Establish customer and/or patient rapport to build customer and/or patient loyalty • Respond to service opportunities and escalated service challenges to reinforce customers' confidence in the organisation | |

PROGRAMME LISTING FOR COMMUNITY CARE ASSOCIATE

| Programme Title: WSQ Higher Certificate in Healthcare (Community Care) (Classroom & Asynchronous) | Training Providers |
|--|--|
| <p>WSQ Training Modules:</p> <ol style="list-style-type: none"> 1. Intervention Implementation (L2) 2. Infection Prevention and Control in Nursing Practice (L2) 3. Patient Care Delivery in Nursing (L2) 4. Feeding Management in Community Care (L2) 5. Mobility and Ambulation Assistance in Nursing (L2) 6. Medication Management in Nursing (L2) 7. Patient Empowerment on Self-care (L2) | <p>HMI Institute of Health Sciences</p> <p>Kwong Wai Shiu Hospital (Community Training Institute)</p> <p>Ren Ci Hospital (Ren Ci Learning Academy)</p> |
| <p>Non-WSQ Training Modules:</p> <ol style="list-style-type: none"> 8. Effective Communication in Nursing (L2) 9. Emergency Response and Crisis Management (L2) 10. Professional, Legal and Ethical Healthcare Practice (L2) 11. Wound Management in Nursing (L2) 12. Care Assistance (L1) 13. Support Service to Seniors (L1) | |
| <p>Organisation Onboarding Modules:</p> <ol style="list-style-type: none"> 14. Resilience and Self-care (L1) 15. Inventory Control and Equipment Maintenance in Rehabilitation Care (L1) 16. Workplace Safety and Health (L1) 17. Quality Improvement and Safe Practices (L2) | <p>Individual Community Care Organisations (CCOs) to carry out own onboarding by taking reference from checklist provided by Training Providers.</p> |

PROGRAMME LISTING FOR SENIOR COMMUNITY CARE ASSOCIATE

| Programme Title: WSQ Advanced Certificate in Healthcare (Community Care) (Classroom & Asynchronous) | Training Providers |
|--|--|
| <p>WSQ Training Modules:</p> <ol style="list-style-type: none"> 1. Intervention Implementation (L3) 2. Infection Prevention and Control in Nursing Practice (L3) 3. Patient Care Delivery in Nursing (L3) 4. Effective Communication in Nursing (L3) 5. Group Therapy Planning and Implementation (L3) | <p>St Luke's ElderCare (CommCare Academy)</p> <p>Ren Ci Hospital (Ren Ci Learning Academy)</p> |
| <p>Non-WSQ Training Modules:</p> <ol style="list-style-type: none"> 6. Client Assessment in Therapy Support (L1) 7. Client Education in Therapy Support (L1) | |
| <p>Organisation Onboarding Modules:</p> <ol style="list-style-type: none"> 8. Resilience and Self-care (L2) 9. Inventory Control and Equipment Maintenance in Rehabilitation Care (L2) 10. Excellence in Service (L2) | <p>Individual Community Care Organisations (CCOs) to carry out own onboarding by taking reference from checklist provided by Training Providers.</p> |

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