

# Job Descriptions for roles in the Community Care Track

Across Nursing Home & Senior Care Centre settings

## Nursing Home Setting

### Job Description: Community Care Associate

The purpose of the Community Care Associate is to provide quality day-to-day daily living care for the clients, in line with the sector's aim to provide Singapore's elderly with a dignified life. The Community Care Associate works together with the Clinical and Therapy team to promote the maintenance of clients through holistic care.

<b>Duties and Responsibilities</b>	
Provide assisted daily living	<ul style="list-style-type: none"><li>• Support clients in basic activities of daily living support (e.g. personal hygiene, feeding, nasogastric tube feeding, transfers).</li><li>• Provide a safe, organised and clean household and common area.</li></ul>
Provide holistic care to support the psychosocial well-being of clients	<ul style="list-style-type: none"><li>• Develop and maintain an open relationship with residents and family members through regular interactions.</li><li>• Identify behaviour of concerns of seniors appropriately and escalate issues when required.</li><li>• Curate and facilitate recreational programmes catered to seniors (e.g. baking, art and craft, exercise and cognitively stimulating .games), including seniors with dementia and mental health issues.</li><li>• Supervise and engage seniors to encourage participation in activities held at the Nursing Home (NH).</li><li>• Monitor and record seniors' participation level in activities.</li></ul>
Provide holistic care to support the physical and clinical well-being of clients	<ul style="list-style-type: none"><li>• Perform range of motion (ROM) exercises and mobility training.</li><li>• Integrate maintenance rehab activities into the daily routine of seniors.</li><li>• Observe seniors during sessions to compile and evaluate data on seniors' responses and progress, and escalate to therapy and/or nursing staff for quality care improvement if required.</li><li>• Assist to perform and monitor individualized therapy exercises.</li><li>• Perform planned nursing interventions.</li><li>• Assist to serve medication and apply prescribed topical medication as instructed by Nursing staff.</li><li>• Monitor health status (vital signs, glucose level and oxygen saturation) and escalate to nursing staff when required.</li><li>• Perform CPRE / AED and first aid to seniors and plays an active role in emergency situations.</li></ul>

## Nursing Home Setting

### Job Description: Senior Community Care Associate

The purpose of the Senior Community Care Associate is to provide quality day-to-day daily living care for the clients, in line with the sector's aim to provide Singapore's elderly with a dignified life. The Senior Community Care Associate works together with the Clinical and Therapy team to promote the maintenance of the clients through holistic care. They also ensure the smooth implementation of new operational procedures.

<b>Duties and Responsibilities</b>	
Provide assisted daily living	<ul style="list-style-type: none"><li>• Support clients in basic activities of daily living support (e.g. personal hygiene, feeding, nasogastric tube feeding, transfers)</li><li>• Provide personal hygiene and grooming support.</li><li>• Provide a safe, organised and clean household and common area.</li></ul>
Provide holistic care to support the psychosocial well-being of clients	<ul style="list-style-type: none"><li>• Develop and maintain an open relationship with residents and family members through regular interactions.</li><li>• Identify behaviour of concerns of seniors appropriately and escalate issues when required.</li><li>• Identify signs of possible abuse.</li><li>• Support seniors in distress.</li><li>• Curate and facilitate recreational programmes catered to seniors (e.g. baking, art and craft, exercise and cognitively stimulating games), including seniors with dementia and mental health issues.</li><li>• Implement programmes, activities/ prescribed community integration activities.</li><li>• Monitor and record seniors' participation level in activities.</li></ul>
Provide holistic care to support the physical and clinical well-being of clients	<ul style="list-style-type: none"><li>• Perform range of motion (ROM) exercises and mobility training.</li><li>• Integrate maintenance rehab activities into daily routine of seniors.</li><li>• Observe seniors' during sessions to compile and evaluate data on seniors' responses and progress, and escalate to therapy and/or nursing staff for quality care improvement if required.</li><li>• Assist to perform and monitor individualized therapy exercises.</li><li>• Assist with senior mobility assessments.</li><li>• Perform planned nursing interventions.</li><li>• Assist to serve prescribed medication and apply prescribed topical medication as instructed by Nursing staff.</li><li>• Perform basic wound care independently (Stage 1) or under supervision of Registered Nurse (Stage 2)</li><li>• Administer subcutaneous insulin injections.</li><li>• Assess health status (vital signs, glucose level and oxygen saturation) and escalate to nursing staff when required.</li><li>• Perform CPRE / AED and first aid to seniors and plays an active role in emergency situations.</li><li>• Provide perineal and catheter care for clients who requires them.</li><li>• Monitor and provide feedback on seniors' response to care plan.</li></ul>
Execute administration and operations-related duties	<ul style="list-style-type: none"><li>• Manage stock of food and equipment used by the care roles.</li><li>• Perform basic functions of smart devices.</li><li>• Assist implementation of infection prevention and control initiatives, and execute work processes pertaining to assigned household.</li></ul>

## Nursing Home Setting

### Job Description: Community Care Executive

The Community Care Executive (CCE) supervises and assures the quality of care provided by the Care Team through on-the-ground presence. The CCE is responsible for overseeing the team's activities to ensure individual care goals are being met.

<b>Duties and Responsibilities</b>	
Care Delivery	<ul style="list-style-type: none"><li>• Supervise delivery of ADL tasks by Care staff.</li><li>• Conduct regular rounds to check on senior wellbeing, safety, cleanliness and site maintenance.</li><li>• Ensure quality of care by identifying and correcting non-compliance by Care staff to SOPs related to ADL delivery, during on-the-ground presence. Escalate complex issues to CCM.</li><li>• Engage with seniors to monitor cognitive and behavioural levels and escalate concerns.</li><li>• Monitor and escalate concerns regarding potential abuse.</li><li>• Design site-specific programmes based on senior interests.</li><li>• Implement org-wide and site-specific programmes, including gathering feedback from staff and senior.</li><li>• Support preparation of relevant documentation to assist incident reporting.</li></ul>
Administration & Operations	<ul style="list-style-type: none"><li>• Input into household-level budget monitoring.</li><li>• Monitor inventory levels and submit inventory requests to HQ Procurement / Facilities Team.</li><li>• Follow up on maintenance requests with the Facilities Team</li><li>• Support the trialing and evaluation of new equipment / technology, including gathering feedback from users to inform recommendations.</li><li>• Supervise and support execution of crisis response SOPs by Care staff through on-the-ground presence.</li><li>• Identify and co-ordinate staff to accompany residents to medical appointments.</li><li>• Develop the proposed roster for Care staff and manage day-to-day changes.</li></ul>
Quality Assurance	<ul style="list-style-type: none"><li>• Gather data to support IPC reporting through on-the-ground presence.</li><li>• Support CCM in preparing and gathering documents for Internal and External Audits.</li><li>• Supervise and support execution of new non-clinical SOPs by Care staff through on-the-ground presence.</li></ul>
Team Coordination & Management	<ul style="list-style-type: none"><li>• Develop requirements plan for volunteers at the site and escalate to CCM.</li><li>• Supervise delivery of activities by volunteers.</li><li>• Gather feedback on volunteers and share with relevant teams to inform re-engagement.</li><li>• Gather information on Care staff learning requirements and co-conduct Training Needs Analyses.</li><li>• Manage training scheduling and co-ordination with Training Team for Care staff training.</li></ul>

## Nursing Home Setting

### Job Description: Community Care Manager

The Community Care Manager (CCM) leads and manages the Care Team to provide quality care for their elders. The CCM is responsible for providing guidance, support, and direction to team members, fostering a positive and collaborative work environment, and ensuring the team's performance and productivity. They also take on external-facing duties, such as managing the Next-of-Kin (NOK) and other external partners.

<b>Duties and Responsibilities</b>	
Case Management & Administration	<ul style="list-style-type: none"><li>• Complete household allocation for seniors, as part of the Initial Assessment process.</li><li>• Input into process improvement activities for Initial Assessment, Intake and Admissions, Discharge and Incident Reporting.</li></ul>
Care Planning	<ul style="list-style-type: none"><li>• Lead the development, communication and review of non-clinical aspects of ICPs.</li><li>• Contribute to bi-annual multi-disciplinary team reviews of ICPs to identify required changes.</li><li>• Input into process improvement activities for ICP development and evaluation.</li></ul>
Care Delivery	<ul style="list-style-type: none"><li>• Conduct regular rounds at households/wards to monitor standards and assess gaps / risks.</li><li>• Ensure quality of care by cascading SOPs related to ADL to Care staff.</li><li>• Manage escalated instances of non-compliance by Care staff.</li><li>• Coordinate the response to senior deterioration and investigation of possible abuse.</li><li>• Investigate and complete documentation for relevant incidents, and input into the identification and evaluation of interventions. Escalate where necessary.</li><li>• Review feedback and drive improvements to site-specific programmes.</li></ul>
Stakeholder Engagement	<ul style="list-style-type: none"><li>• Co-conduct post-Admission onboarding with Seniors.</li><li>• Act as a regular point of contact for NOKs / Caregivers.</li><li>• Address or escalate complaints and feedback from NOKs / Caregivers / Seniors.</li><li>• Support delivery of events and engagement with external partners / stakeholders</li><li>• Track the budget for site-specific programmes and report to ED / Head of NH.</li></ul>
Administration & Operations	<ul style="list-style-type: none"><li>• Input into annual HQ-led budgeting, and monitor budget utilisation at household.</li><li>• Purchase and approve lower-value claims for non-clinical inventory.</li><li>• Input into the evaluation of vendors, incl. developing requirements, evaluating vendor options, trialing and providing recommendations for new equip / tech.</li><li>• Track and report utilisation and occupancy data at a household level.</li><li>• Cascade crisis response SOPs to Care staff.</li><li>• Review and approve the roster and leave requests for the Care Team.</li></ul>

Quality Assurance	<ul style="list-style-type: none"> <li>• Cascade and monitor Care staff compliance to IPC procedures through on-the-ground presence, and report updates or issues to the ED / Head of NH.</li> <li>• Prepare for and support Internal and External Audits and implement improvement areas.</li> <li>• Cascade and monitor compliance through on-the-ground presence to HQ-led non-clinical SOPs.</li> <li>• Draft, cascade and evaluate effectiveness of site-specific non-clinical SOPs.</li> </ul>
Team Coordination & Management	<ul style="list-style-type: none"> <li>• Input into the planning, recruitment and evaluation for Volunteer Management.</li> <li>• Represent the Care team at Management / Leadership meetings.</li> <li>• Contribute to workforce planning and recruitment of Care staff.</li> <li>• Review Care staff learning requirements and oversee Training Needs Analyses.</li> <li>• Support measurement of Care staff engagement and lead improvement initiatives.</li> <li>• Complete People Manager responsibilities for CCEs and S/CCAs</li> <li>• Support communication and monitoring of Care staff compliance to HR policies.</li> </ul>

## Senior Care Setting

### Job Description: Community Care Associate

The purpose of the Community Care Associate is to provide quality day-to-day daily living care for the clients, in line with the sector's aim to provide Singapore's elderly with a dignified life. The Community Care Associate works together with the Clinical and Therapy team to promote the maintenance of clients through holistic care.

<b>Duties and Responsibilities</b>	
Provide assisted daily living	<ul style="list-style-type: none"><li>• Support clients in basic and instrumental activities of daily living support (personal hygiene, feeding, nasogastric tube feeding, transfers).</li><li>• Provide a safe, organised and clean household and common area.</li></ul>
Provide holistic care to support the psychosocial well-being of clients	<ul style="list-style-type: none"><li>• Develop and maintain an open relationship with residents and family members through regular interactions.</li><li>• Identify behaviour of concerns of seniors appropriately and escalate issues when required.</li><li>• Curate and facilitate recreational programmes catered to seniors (e.g. activities could include baking, art and craft, exercise and cognitively stimulating games), including seniors with dementia and mental health issues.</li><li>• Supervise and engage seniors to encourage participation in activities held at the centre.</li><li>• Monitor and record seniors' participation level in activities.</li></ul>
Provide holistic care to support the physical and clinical well-being of clients	<ul style="list-style-type: none"><li>• Perform range of motion (ROM) exercises and mobility training.</li><li>• Integrate maintenance rehab activities into daily routine of seniors.</li><li>• Observe seniors' during sessions to compile and evaluate data on seniors' responses and progress, and escalate to therapy and/or nursing staff for quality care improvement if required.</li><li>• Assist to serve pre-packed medication, assist with eye drop administration and apply prescribed topical medication.</li><li>• Monitor health status (vital signs, glucose level and oxygen saturation) and escalate to nursing staff when required.</li><li>• Perform CPRE / AED and first aid to seniors and plays an active role in emergency situations.</li></ul>

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<b>Duties and Responsibilities</b>	
Provide assisted daily living	<ul style="list-style-type: none"><li>• Support clients in basic activities of daily living support (personal hygiene, feeding, nasogastric tube feeding, transfers).</li><li>• Provide a safe, organised and clean household and common area.</li></ul>
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Execute administration and operations-related duties	<ul style="list-style-type: none"><li>• Manage stock of food and equipment used by the care roles</li><li>• Perform basic functions of smart devices.</li><li>• Assist to implement infection prevention and control initiatives, and execute work processes pertaining to assigned household.</li></ul>



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<b>Duties and Responsibilities</b>	
Care Delivery	<ul style="list-style-type: none"><li>• Supervise delivery of ADL tasks by Care staff.</li><li>• Conduct regular rounds to check on senior wellbeing, safety, cleanliness and site maintenance.</li><li>• Engage with seniors to monitor cognitive and behavioural levels and escalate concerns.</li><li>• Monitor and escalate concerns regarding potential abuse.</li><li>• Design site-specific programmes based on senior interests.</li><li>• Implement org-wide and site specific programmes, including reporting against budget and gathering feedback from staff and senior.</li><li>• Support preparation of relevant documentation to assist incident reporting.</li></ul>
Stakeholder Engagement	<ul style="list-style-type: none"><li>• Support NOK / Caregiver training as part of the Discharge process.</li></ul>
Administration & Operations	<ul style="list-style-type: none"><li>• Monitor inventory levels and submit inventory requests to HQ Procurement / Facilities Team.</li><li>• Liaise with vendors and technicians on the maintenance of centre amenities.</li><li>• Support the trialing and evaluation of new equipment / technology, including gathering feedback from users to inform recommendations.</li><li>• Supervise and support execution of crisis response SOPs by Care staff through on-the-ground presence.</li><li>• Develop the proposed roster for Care staff and manage day-to-day changes.</li></ul>
Quality Assurance	<ul style="list-style-type: none"><li>• Support CCM in preparing and gathering documents for Internal and External Audits.</li><li>• Supervise and support execution of new non-clinical SOPs by Care staff through on-the-ground presence.</li></ul>
Team Coordination & Management	<ul style="list-style-type: none"><li>• Develop requirements plan for volunteers at the site and escalate to CCM.</li><li>• Supervise delivery of activities by volunteers.</li><li>• Gather feedback on volunteers and share with relevant teams to inform re-engagement.</li><li>• Manage training scheduling and co-ordination with Training Team for Care staff training.</li></ul>

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Duties and Responsibilities	
Case Management & Administration	<ul style="list-style-type: none"><li>• Complete Referral / Screening process and accept / reject referrals</li><li>• Coordinate and co-conduct Initial Assessments, including documenting key non-clinical information to inform admission suitability and care planning.</li><li>• Develop and coordinate the delivery of Discharge plans, including referrals to other locations.</li><li>• Input into process improvement activities for Initial Assessment, Intake and Admissions, Discharge and Incident Reporting.</li></ul>
Care Planning	<ul style="list-style-type: none"><li>• Coordinate a team to develop, bi-annually review and update ICPs</li><li>• Lead the development, communication and review of non-clinical aspects of ICPs.</li><li>• Support Medical Social Workers with ACP conversations.</li><li>• Input into process improvement activities for ICP development and evaluation.</li></ul>
Care Delivery	<ul style="list-style-type: none"><li>• Ensure quality of care by identifying and correcting non-compliance by Care staff to SOPs related to ADL delivery, during on-the-ground presence. Escalate complex issues to SCCM.</li><li>• Investigate and complete documentation for relevant incidents, and input into the identification and evaluation of interventions. Escalate where necessary.</li><li>• Assist collaboration with external agencies, including requests for new services.</li></ul>
Stakeholder Engagement	<ul style="list-style-type: none"><li>• Manage NOK / Caregiver engagement during Referral / Screening.</li><li>• Complete Intake / Admission and Discharge processes with NOKs / Caregivers.</li><li>• Co-conduct post-Admission onboarding with Seniors.</li><li>• Update NOK / Caregiver on changes to ICPs post-biannual review, changes in condition or abuse.</li><li>• Address / escalate complaints and feedback from NOKs / Caregivers / Seniors.</li><li>• Support delivery of events and engagement with external partners / stakeholders.</li></ul>
Administration & Operations	<ul style="list-style-type: none"><li>• Input into annual HQ-led budgeting, and monitor budget utilisation at site.</li><li>• Purchase and approve lower-value claims for non-clinical inventory.</li><li>• Input into the evaluation of vendors, including managing trialing of and recommendations for new tech / equip.</li><li>• Liaise with town council / building management on maintenance of grounds.</li><li>• Support tracking and reporting of utilisation and occupancy data.</li><li>• Cascade crisis response SOPs to Care staff and report data to HQ on response.</li><li>• Co-ordinate transportation requests for seniors.</li></ul>

	<ul style="list-style-type: none"> <li>• Review and approve roster and leave requests for the Care Team.</li> </ul>
Quality Assurance	<ul style="list-style-type: none"> <li>• Monitor and report on Care staff compliance to IPC procedures through on-the-ground presence.</li> <li>• Prepare for and support Internal and External Audits and implement improvement areas.</li> <li>• Cascade and monitor compliance through on-the-ground presence to HQ-led non-clinical SOPs.</li> <li>• Draft, cascade and evaluate effectiveness of site-specific non-clinical SOPs.</li> </ul>
Team Coordination & Management	<ul style="list-style-type: none"> <li>• Input into the planning, recruitment and evaluation for Volunteer Management.</li> <li>• Contribute to workforce planning and recruitment of Care staff.</li> <li>• Co-conduct Training Needs Analyses for Care staff training.</li> <li>• Support measurement of Care staff engagement and lead improvement initiatives.</li> <li>• Complete People Manager responsibilities for S/CCAs.</li> <li>• Support communication and monitoring of Care staff compliance to HR policies.</li> </ul>