

Challenges of Manpower Development in the Agecare Sector

BY

Amy Teo, Programme Director
Hua Mei Training Academy
TSAO Foundation

Quality Provider for the Community and Social Services (Senior Sector)



1. Upgrade the standards of the Age Care Sector
2. To train more skilled workers
3. To upgrade the skills of the current workforce

Introduction

Demographic Trends

1. Projected 18.7% of the population by year 2030 will be aged 65 and above
2. Grow of seniors with chronic diseases and functional disabilities
3. More educated and more financial secure seniors
4. Larger category : “Old-old”, single and “living alone”, small families

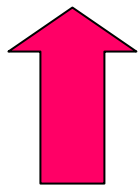
Source : National Survey of Senior Citizens 2005

Introduction

Opportunities

Increase in demand/ employments for Age Care Services Sector

- Day Care Centre
- Nursing Home
- Home Care Services
- Community Hospital etc



**Local health care
professionals to
raise the quality of
Age Care Services**

Challenges

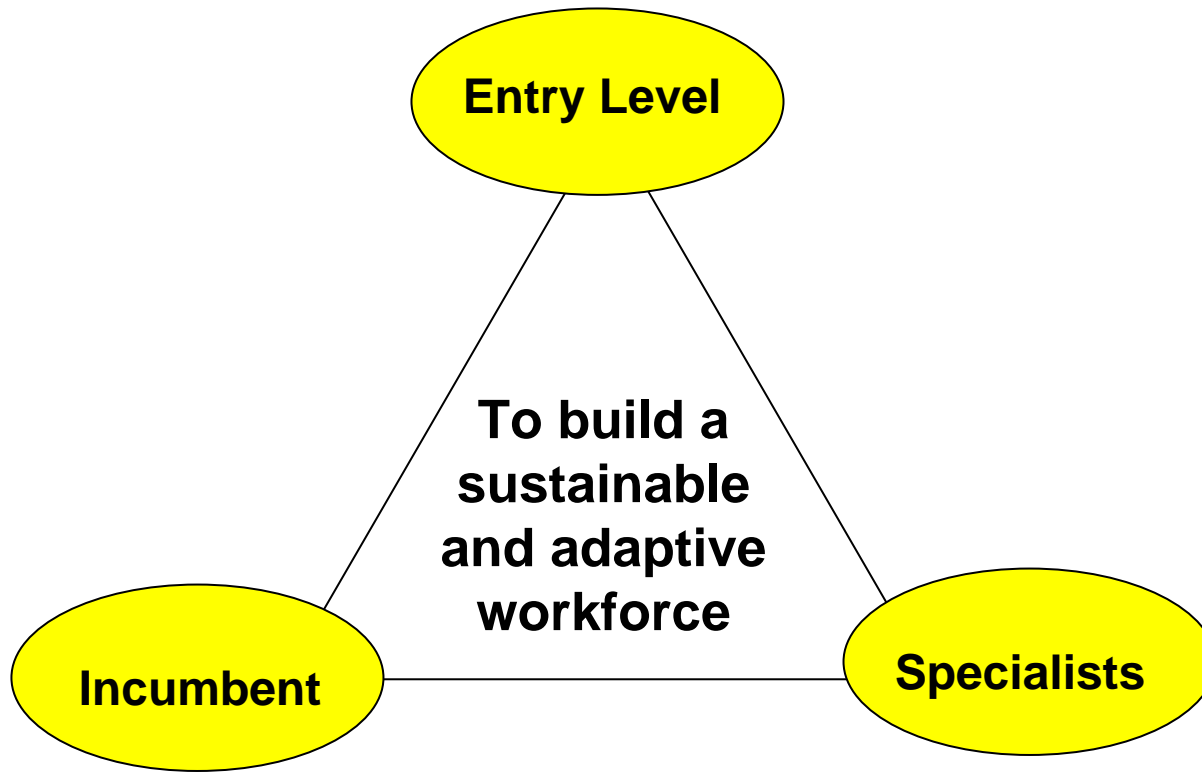
Recruiting and Retaining local health care professionals

- Unattractive salaries
- Lack of career path

**47% of staff in the
sector comprises
foreign workers**

Holistic manpower development plan

Increase the pool of skilled workers



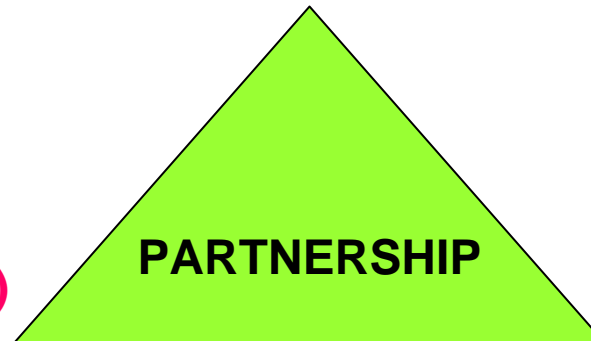
Upgrade Skills, reduce turnover

Provide appropriate level of care

Holistic manpower development plan

Government (WDA)

- WSQ - Competency Roadmap
- National certification
- Funding support



Quality Provider (TSAO)

- Team of expertise
- Excellent experience in raising the standards of AgeCare Services

AgeCare Sector

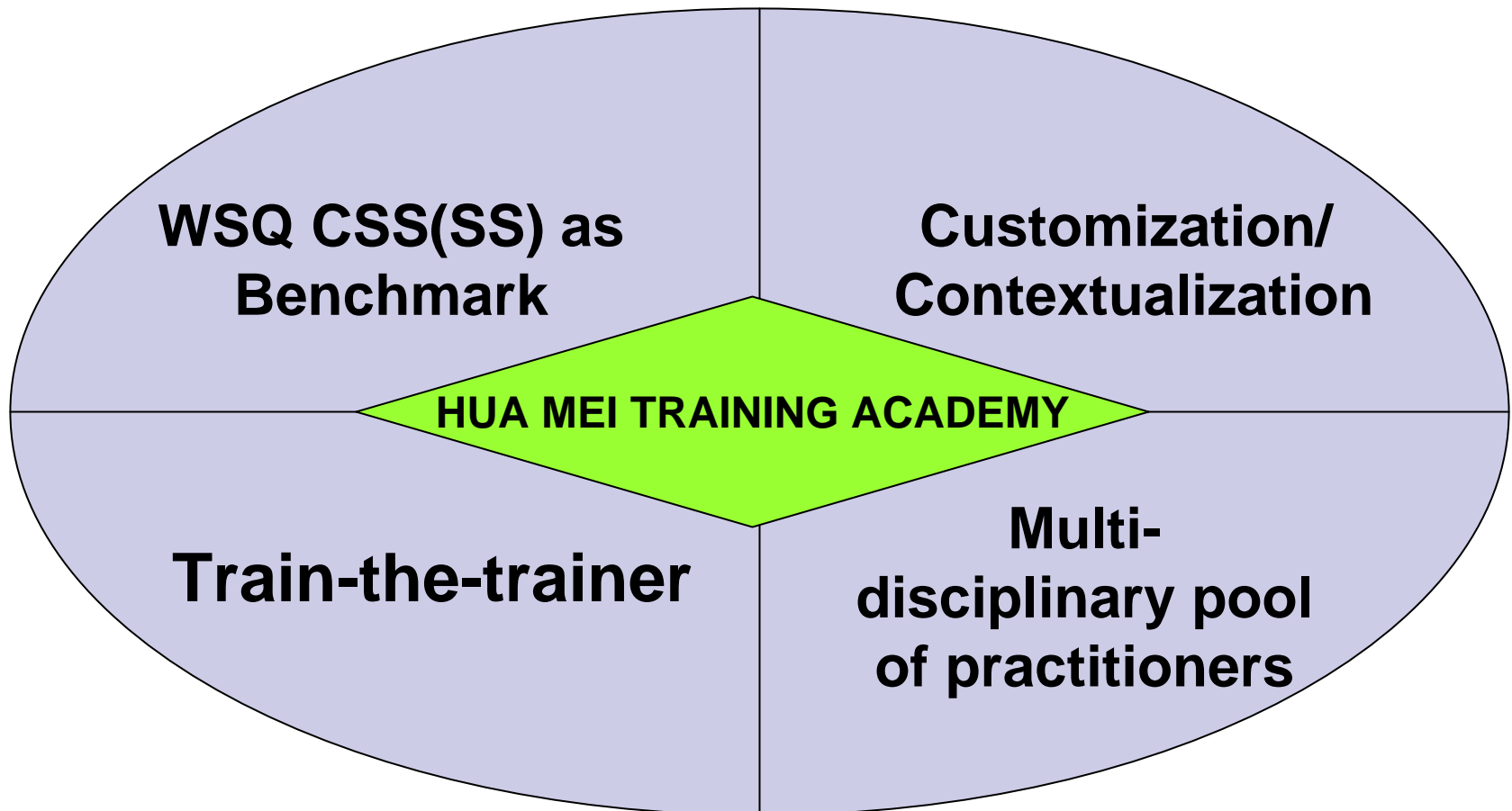
- Training as Investment
- Accept local workers at the entry level
- Review the working conditions

WorkSkills Qualifications (WSQ)

The SS Sub-Sector Qualifications

| WSQ Level | SS Qualification | Typical Job Titles | Attainment of Qualifications |
|-----------|---|---|--|
| 6 | Graduate Certificate/ Diploma in CSS (SS) | Administrator (Large Organisation), CE, Director, Assistant Director Executive Director, General Manager | 10 Competency Standards (3 Core + 7 Elective) or 5 Competency Standards (3 Core + 2 Elective) |
| 5 | Specialist Diploma in CSS (SS) | Administrator (Small Organisation), Financial Administrator/Manager, HR Manager, Fundraising Manager | 18 Competency Standards (6 Core + 12 Elective) |
| 4 | Professional Diploma in CSS (SS) | Training Manager, Centre Manager, Volunteer Manager/ Coordinator, Programme Manager | 18 Competency Standards (13 Core + 5 Elective) |
| 3 | Advanced Certificate in CSS (SS) | Programme Coordinator / Executive, Case Manager | 14 Competency Standards (10 Core + 4 Elective) |
| 2 | Higher Certificate in CSS (PR) | Health Care Assistant, Programme Assistant, Senior Home Helper | 14 Competency Standards (8 Core + 6 Elective) |
| 1 | Certificate in CSS (SS) | Health Attendant, Home Helper, Personal Care Attendant | 12 Competency Standards (7 Core + 5 Elective) |

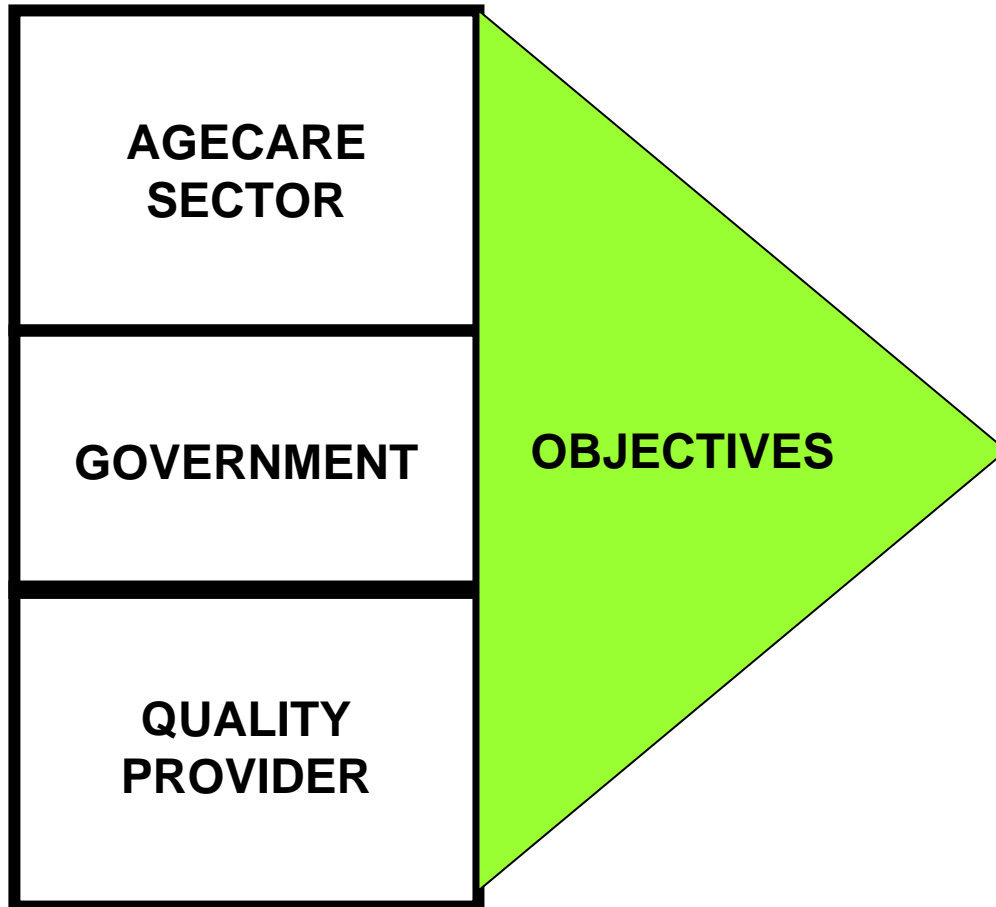
What can Hua Mei Training Academy value add to your organisation?



Critical Success Factor

Support of the key stakeholders from the Sector

| NTUC ElderCare | NCSS |
|--|--|
| <ul style="list-style-type: none"> - I-care officers - Day Care Officers | <p style="font-size: 1.2em;">Day care Staff</p> |
| <ol style="list-style-type: none"> 1. Use WSQ CSS as a benchmark 2. Identify the training needs and select the relevant competency units 3. Customise the content to close the service delivery gap | <ol style="list-style-type: none"> 1. Plan to align and adopt WSQ CSS framework as the standards for all the Day Care 2. To ensure all the staff, both existing and new staff to acquire WSQ CSS certification |



Q&A