

Progressive Career Development & Skills Upgrading For Ancillary Staff in SGH

Background

Since 2009, SGH Learning & Career Development (LCD) department has worked hand-in-hand with HSEU in embarking on a structured Career Development initiative, with the objective of helping more rank and file staff to upgrade their skills and prepare themselves for new and broader career opportunities in the hospital.

Our aim is to:

- ☐ Up-skill and sustain long term employability for the lower level ancillary staff in SGH
- ☐ Incentivize life-long learning with career advancement for these staff
- ☐ Continuous learning for growth in skills and knowledge
- ☐ Improve career prospects in SGH
- ☐ Ever-expanding skills based to keep up with knowledge and technological advances around us



Briefing staff on initiative



Staff learning new skills



Staff attending evening class in WSQ programme



Annual Roadshow

Staff attending weekend classes

Methodology

SGH Learning & Career Development department set aside funds annually to support this initiative and to organize National Qualification courses.

It encourages all ancillary staff to seize the opportunities with strong support from supervisors and union leaders without affecting day-to-day operations. These courses & workshops are run both part-time and full-time and even weekends to suit the staff needs.

Some of the courses these staff attends are :

- ☐ The Workplace Literacy/Numeracy series
- ☐ The Workplace Skills series (Generic Skills programmes)
- ☐ Workforce Skills Qualification programmes
- ☐ National Technical Skills
- ☐ Specialize competencies Skills training

SGH Learning & Career Development Department facilitate these skills upgrading based on the following:

- ☐ Self-driven by individual staff
- ☐ Making these qualifications progressive
- ☐ Having supportive supervisors
 - ☐ To help balance demands between education and work
 - ☐ Matching new skills to job role
 - ☐ Motivate these staff to learn

Results

Many of these ancillary staff who have benefitted from these courses and at the same time acquired new technical knowledge and skills related to quality healthcare, customer service, personal and team effectiveness, computer proficiency, general workplace literacy and more.

Such training has given them greater confidence in themselves and the abilities to carry out the job well and career progression. Staff who have completed relevant training are progressively given job expanded job functions and opportunities for job rotation to larger job roles where their wages increase over time in tandem with their new roles and grades.

SGH also collaborated with ITE to design a Industry Skills Certificate (ISC) in Food Preparation for the first batch of 7 cooks. All 7 cooks successfully scored distinctions both practical and theory examination.

There are evidence that these initiatives have had positive effect on the ancillary staff population. In 2012 SGH Employee Engagement Survey conducted 92% of the ancillary staff respond indicates they felt that the job they performed was important in the hospital and 91% agreed that they have the relevant tools and resources to do the job effectively.

Since the implementation of this initiative in 2009, the take-up rate for skills upgrading by these staff has been close to 2000 training places.



Cooks attending practical session - ISC in Food Preparation



Cooks graduated with Distinction in the ITE Industry Skills Certificate in Food Preparation



Engaging the ancillary staff



Staff picking up IT skills



Our ancillary staff awarded the May Day Model Partnership Award 2014 for their continuous skills upgrading



OT Technician Chitoo applauded by Union for upgrading his skills at the May Day Model Worker 2013

Conclusion

SGH Learning & Career Development will continue to work and press on for skills upgrading, job redesign and career development for the ancillary staff with greater support from the supervisors, union leaders and management. Staff from Learning & Career Development will oversee every training closely, offering personal guidance and encouragement.