

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Psychosocial & Spiritual Care

Title	Provide Counselling for Elderlies
Code	106121L4
Range	This Unit of Competency is applicable to professional social workers or counsellors in the elderly care service industry who provide counselling services to elderlies. This unit of competency involves sophisticated thinking and the ability to make judgment. Practitioners are required to collect and analyse basic information of the elderlies; and assess their needs for counselling, in order to formulate counselling objectives and plans according to their needs, so that practitioners can solve problems with elderlies together.
Level	4
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant information on personal counselling for elderlies</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the professional attitude and code of conduct required when providing counselling for elderlies, such as respecting their autonomy • Understand the theories, modes and techniques of individual and family counselling • Understand the steps to handle emergency cases and perform proper crisis intervention • Understand the community resources and partners of the institution that provide support to elderlies • Understand the techniques of writing counselling case report • Understand Personal Data (Privacy) Ordinance <p>2. Provide elderly counselling</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Collect information of elderlies such as finance, housing, family status; assess their counselling needs and analyse their difficulties • Precisely analyse the signs and causes of the problem; lay down counselling objectives and plans for each stage of the counselling with elderlies • Set counselling objectives with elderlies or their families according to their counselling needs, such as <ul style="list-style-type: none"> ○ To improve their ability to handle stress, emotions and relationships ○ To improve their ability to adapt to changes in environment ○ To improve physical and psychological health of elderlies ○ To improve their quality of life • Formulate personalized counselling plan for elderlies according to counselling objectives, such as <ul style="list-style-type: none"> ○ Change their points of view and attitudes towards life events through cognitive therapy, so as to improve their ability to handle stress and emotions ○ Change their habits via behavioural therapy to improve their quality of life • Use proper counselling techniques during provision of counselling, such as <ul style="list-style-type: none"> ○ Be proactive and listen to elderlies patiently ○ Observe non-verbal hints from elderlies ○ Understand feelings of elderlies with empathy and project own true feelings when appropriate • Review effectiveness and direction of counselling with elderlies regularly, as well as make adjustments or update methods or plans when appropriate • Handle elderlies' emotions and their needs for further referral properly when terminating cases

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	<ul style="list-style-type: none"> • Document the content of counselling provided in elderlies' case records <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> • Possess acute self-awareness and use different counselling techniques effectively to assist elderlies • Show professional attitude and code of conduct during provision of counselling • Follow Personal Data (Privacy) Ordinance when handling personal information • Possess basic self-awareness and use 'ego' effectively to provide proper counselling for elderlies
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Ability to set appropriate counselling objectives and plans according to elderlies' needs so as to assist them to solve problems; and • Ability to review the effectiveness of the counselling plan, follow up with the progress and decide on the time to terminate counselling properly.
Remark	