

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

Functional Area - Psychosocial & Spiritual Care

Title	Provide Grief Counselling
Code	106127L5
Range	This Unit of Competency is applicable to employees in the elderly care service industry who provide counselling services. This competency involves the ability of critical analysis, assessment and integration of information from various sources. Employees are required to integrate the background information of a case, identify which stage of grief and the psychological conditions mourners are in, so as to analyse their needs for counselling, formulate the objectives of grief counselling, design a counselling plan, reduce the psychological maladjustment among mourners, and assist them to adapt and face the change in life.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on grief counselling</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Understand the objectives and importance of grief counselling, including <ul style="list-style-type: none"> <li>○ Assist mourners to grieve for their loved ones, reduce their psychological maladjustment and enhance their recovery in psychological health</li> <li>○ Assist mourners to resume normal life, adapt and face the change in life</li> </ul> </li> <li>• Understand the normal grieving responses, the process in each stage of grief and how to cope in each stage</li> <li>• Understand the legal issues concerning legacy management</li> <li>• Understand the knowledge and skills to provide grief counselling</li> <li>• Understand the skills to set the objectives of grief counselling and formulate a plan</li> <li>• Understand the community resources providing support for those in grief</li> <li>• Understand the skills to drafting a counselling case</li> <li>• Understand the Personal Data (Privacy) Ordinance</li> </ul> <p>2. Provide grief counselling</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Integrate the background information of mourners, in order to assess the overall situation at that point of time, including <ul style="list-style-type: none"> <li>○ Stages of grief: Shock, denial, anger, guilt, depression, acceptance</li> <li>○ Grief reactions in various aspects <ul style="list-style-type: none"> <li>▪ Physical aspect: Fatigue, poor appetite, difficulty breathing</li> <li>▪ Emotional aspect: guilt, irritability, fear, hopelessness</li> <li>▪ Cognitive aspect: difficulty concentrating, forgetfulness, illusion or hallucination</li> <li>▪ Behavioural aspect: persistent tearfulness, restlessness, loss of motivation</li> <li>▪ Social aspect: isolation, over-dependence, breaking off social contacts</li> </ul> </li> <li>○ Psychological condition and behaviour of excessive grief, such as <ul style="list-style-type: none"> <li>▪ Contradictory feelings during funeral</li> <li>▪ Intentional avoidance of thoughts, people, events and objects that are associated with the deceased</li> <li>▪ Contradictory feelings during festive seasons</li> <li>▪ Excessive denial</li> <li>▪ Extreme desperation</li> <li>▪ Grief suppression</li> </ul> </li> </ul> </li> </ul>

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

Functional Area - Psychosocial & Spiritual Care

	<ul style="list-style-type: none"> <li>▪ Delayed grief reaction</li> <li>• Analyse mourners' need for counselling according to the overall situation, so as to set counselling objectives and formulate a personalized grief counselling plan, such as <ul style="list-style-type: none"> <li>○ Let mourners understand how their loss influences them and their family, so as to encourage them to face the reality. For example, arrange their family members to update each other's life and discuss their feelings about the mourners' latest status</li> <li>○ Let mourners understand the common grief responses and normalize their behaviour, so that they won't feel lonely. For example, help them sign up for grief counselling group, so that they can share their feelings with others with similar experiences</li> <li>○ Help mourners express their emotions, guide them to reveal their thought and feeling towards the deceased. For example, organize a memorial service</li> </ul> </li> <li>• use appropriate counselling skills to provide grief counselling, for example, <ul style="list-style-type: none"> <li>○ Actively listen, be open-minded, guide the mourners to express their inner feelings</li> <li>○ Use body language appropriately to comfort the mourners, for example, gently tap on their shoulder etc.</li> <li>○ Show empathy when appropriate, so that the mourners feel understood, while strengthening the bonding between the counsellor and the mourners</li> </ul> </li> <li>• Conduct evaluation on counselling plan and self-evaluation to ensure that the plan is effectively implemented and the objectives are achieved</li> <li>• Document details of counselling plan in the elderly's case file after grief counselling is provided every time</li> </ul> <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Provide grief counselling with professional attitude, adhering to relevant code of conduct</li> <li>• Follow the Personal Data (Privacy) Ordinance when managing personal data</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement of this Unit of Competency is:</p> <ul style="list-style-type: none"> <li>• Ability to set appropriate objectives and formulate a grief counselling plan according to mourners needs, in order to assist them to adjust psychologically, adapting and facing the change in life.</li> </ul>
Remark	