

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

Functional Area - Management

Title	Implement Case Management
Code	106198L4
Range	This unit of competency is applicable to employees in the elderly care service industry who are responsible for case management. This competency involves the ability of analysis and making judgment. Employees are required to cooperate closely with other professional workers within the institution by means of service coordination, admonition and advocacy, ensuring elderlies receive comprehensive care, so as to boost the quality of life of elderlies and their carers .
Level	4
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on implementation of case management</p> <ul style="list-style-type: none"> • Understand the definition, core values, principle, objectives and strategy of case management • Understand the scope of work of professional workers within the institution • Understand various elderly services and elderly care resources • Understand the workflow of case management in the institution • Understand good communication skills, and skills to organize and coordinate among different parties • Understand the skills to coordinate, monitor and advocate services <p>2. Implement case management</p> <p>Be able to</p> <ul style="list-style-type: none"> • Arrange relevant services for elderlies according to the case management plan formulated; coordinate tasks of various workers • Explain the operational measures and procedures to staff who provide nursing care to elderlies • Formulate interventional plan from the perspectives of elderlies and their non-occupational carers (including family members, neighbours and domestic helpers), such as: <ul style="list-style-type: none"> ○ Knowledge and skills to train and offer guidance to carers regarding provision of nursing care to elderlies ○ Knowledge and skills to educate elderlies in terms of self-care ○ Arrange elderlies to receive exercise training ○ Build support network, arrange elderlies to take part in group activities • Assist elderlies to apply for or referring elderlies to appropriate service providers, in order to meet their care needs • Communicate with professional workers within the institution; understand the progress of cases and changes observed; report to supervisor about the relevant information • Monitor the provision of service regularly, follow up with cases and fine-tune the service provided as needed • Document details of implementation of case management accordingly <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> • Monitor and coordinate services using professional knowledge • Build mutual trust and close cooperative relationship with elderlies and their carers

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Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: <ul style="list-style-type: none">• Ability to arrange appropriate elderly service according to the details of the case management plan formulated; and• Ability to ensure elderlies receive comprehensive care by means of service coordination, admonition and advocacy, so as to enhance the quality of life of elderlies and their carers.
Remark	