

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

Functional Area - Psychosocial and Spiritual Care

Title	Provide Community Information and Related Resources
Code	110827L5
Range	This Unit of Competency is applicable to professional workers/mentoring practitioners who provide counselling services in the elderly care service industry. The application requires the demonstration of in-depth expertise or theoretical knowledge in a range of technical, professional or managerial working environments, and its execution requires careful thinking, critical analysis and decision-making skills. Practitioners should be able to utilize professional knowledge and skills to make preliminary assessments of the elderly's and carer's conditions, analyze their needs based on the assessment results, and provide them with appropriate community information and resources to solve their problems.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on community information and resources</p> <ul style="list-style-type: none"> • Understand the common tools and techniques used to assess the needs of the elderly persons and carers • Understand good communication skills with the elderly persons • Understand the use of different assessment methods and tools, such as: <ul style="list-style-type: none"> ○ "Multi-Dimensional Caregiver Risk Assessment Tool" to measure the carer's stress ○ "Elderly Depression Scale" to measure the elderly's depression index, etc. <p>2. Provide community information and related resources</p> <ul style="list-style-type: none"> • Collect all aspects of information on the elderly persons and carers, and assess the required community information and related resources, such as: <ul style="list-style-type: none"> ○ Physical conditions, such as: illness, mobility, etc. ○ Psychological conditions, such as: self-efficacy of the elderly persons, stress of the carers, depression index, etc. ○ Social and support networks, such as: the degree of family support, current support services, etc. ○ Living conditions, such as: living alone, living with another elderly, etc. ○ Financial conditions, such as: receiving comprehensive social security assistance, supporting children, relying on pensions, etc. • Analyze the conditions of the elderly persons and carers to understand their needs • Provide appropriate community information and related resources according to the needs of the elderly persons and their carers, such as: <ul style="list-style-type: none"> ○ Information on assessment services, such as: preliminary cognitive health assessment, depression assessment, caregiver strain index, etc. ○ Information on support services, such as; volunteer escort, respite service, self-help organization, day centers, etc. ○ Information on financial assistance, such as: methods to apply for emergency funds ○ Information on housing, such as: compassionate rehousing, public rental housing application, etc. • Utilize appropriate communication skills during the interview, such as: <ul style="list-style-type: none"> ○ Appropriate voice or tone ○ Listen patiently to their needs ○ Show empathy

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	<ul style="list-style-type: none"> ○ Carefully observe their performance, and provide compassion when necessary ○ Introduce their required community information and related resources in detail • Document and store the data after providing community information and resources, and refer to related services as needed <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Establish good relationships with the elderly persons and carers, show empathy, maintain objective and respectful attitudes, in order to understand their required community information and related resources
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to assess and analyze the conditions of the elderly persons and carers, provide appropriate community information and related resources, in order to help them resolve difficulties; and • Able to be sensitive and discover the needs of the elderly persons and carers, and refer to related services in a timely manner.
Remark	