

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

Functional Area - Psychosocial and Spiritual Care

Title	Help the Elderly Persons Understand Social Information
Code	110828L2
Range	This Unit of Competency is applicable to practitioners who provide frontline services in the elderly care service industry. The application requires performing a range of tasks in predictable and structured working environments, and its execution requires understanding abilities and interpretation skills. Practitioners should be able to provide different methods to help the elderly persons understand social information, according to their individual conditions and needs, in order to increase social interactions and improve their sense of security.
Level	2
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on social information</p> <ul style="list-style-type: none"> • Understand the scope of social information • Understand the importance of social information to the elderly persons • Understand the different methods to understand social information • Understand the methods most suitable for the elderly persons to understand social information • Understand good communication skills <p>2. Help the elderly persons understand social information</p> <ul style="list-style-type: none"> • Identify the social information that the elderly persons require, according to their individual conditions, such as: <ul style="list-style-type: none"> ○ Health information, such as: healthy diet, disease prevention, free influenza and COVID vaccination, etc. ○ Housing information, such as: relocation, home maintenance, etc. ○ Service information, such as: elderly center, canteen, group activities, counselling, etc. ○ Social security information, such as: methods and conditions for the application of old age living allowance, old age allowance, etc. ○ Elderly policies, such as: Elderly Health Care Voucher Scheme, Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities, etc. ○ Volunteer information, such as: how to become a volunteer, volunteer escort services, etc. ○ Community information, such as: public libraries, outpatient services, etc. • Provide suitable methods for the elderly persons to understand their required social information, such as: <ul style="list-style-type: none"> ○ District information depot ○ Regional news ○ District councilor's office ○ Housing estate's Mutual Aid Committee ○ Elderly center/family service center's communication and regular member meeting ○ Websites, such as: the "Elderly Information Website" by the Social Welfare Department, etc. • Points to note when communicating with the elderly persons, such as: <ul style="list-style-type: none"> ○ Arrange a quiet and comfortable environment ○ Ensure that the elderly persons accept and understand the message

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	<ul style="list-style-type: none">○ Pay attention to their non-verbal cues, such as: actions, expressions, etc. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none">● Fully understand the elderly's needs for social information and provide appropriate understanding methods
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">● Able to provide different methods to understand social information according to the elderly's needs; and● Able to deliver the correct message, improve the elderly's social interactions and sense of security.
Remark	