

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

Functional Area - Management

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| Title | Lead New Recruits |
| Code | 110835L3 |
| Range | This Unit of Competency is applicable to practitioners who provide their services in the elderly care service industry. The application requires performing a broad range of tasks in familiar and some unfamiliar working environments, and its execution requires analytical skills. Practitioners should be able to lead new recruits to understand the organization and working environment, in order to speed up the adaptation to their work. |
| Level | 3 |
| Credit | 1 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Relevant knowledge on leading new recruits</p> <ul style="list-style-type: none"> • Understand the organization's work-orientated guidelines for new recruits • Understand the team, position and job responsibilities of the new recruit • Understand that new recruits need to understand their scope of work as soon as possible, such as: <ul style="list-style-type: none"> ○ Know the clients ○ Communication skills with clients with special needs ○ Service operation style ○ Coordination of team services and organization's resources/operations ○ Methods of use of the organization's equipment, such as: computers, fitness equipment, etc. • Understand the preparatory work to help new recruits understand their scope of work <p>2. Lead new recruits</p> <ul style="list-style-type: none"> • Develop orientation schedules for new recruits, in order to prepare for the leading work and scheduled items in advance, such as: <ul style="list-style-type: none"> ○ Orientation date and time ○ Work items and content ○ Responsible staff, etc. • According to the orientation schedules, introduce new recruits to the tasks they will be responsible for, and arrange for the responsible staff to lead them in performing their work, such as: <ul style="list-style-type: none"> ○ Get to know the service users, such as: assisting members in regular meetings, handling procedures of new member enrollments, etc. ○ Service operation style, such as: assisting in elderly canteen services, execution of activities, handling unit opening and closing, etc. ○ Methods of use of the organization's facilities and equipment, such as: assisting in using computers to enter event plans and participant lists, etc. ○ Get to know other staff and related duties, such as: participating in staff meetings, etc. ○ Understand the documents and records related to staff work ○ Understand the organization's financial and administrative procedures, etc. • During orientation, arrange for new recruits to handle their job responsibilities independently, in order to assess their familiarity with the work • Provide explanations and descriptions for any questions and inquiries by new recruits • Report to the senior/supervisor and immediately seek advice if difficulties are encountered during the learning process of new recruits |

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| | <p>3. Exhibit professionalism</p> <ul style="list-style-type: none">• Lead the orientation for new recruits, so that they familiarize with the organization's operations, and arrange work for them• Actively attend to the needs of new recruits and assist them in adapting to the working environment as soon as possible |
| Assessment Criteria | <p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Able to understand the positions and duties of new recruits, and assist them in understanding the organization's operations, and familiarize with the working environment; and• Able to understand the needs of new recruits and provide assistance to speed up the adaptation to their work. |
| Remark | |