Functional Area - Management

Title	Arrange Handovers
Code	110836L3
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 arrange handovers, according to the organization's guidelines, understanding of the unit's operations, and staff responsibilities, in order to maintain smooth service operations of the organization.
Level	3
Credit	1 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on arranging handovers
	
	• Understand the organization's guidelines on handovers
	• Understand the importance of handovers on the service operations, such as:
	    ○ Provide staff with communication platforms during daily work
	    ○ Improve the staff's understanding on the services provided to the elderly persons by staff of various positions
	    ○ Improve the staff's understanding on the organization's operations and service operations, improve service quality, etc.
	• Understand the knowledge and precautions for arranging handovers
	• Understand the unit's operation and the arrangement of the staff's duty rosters
	• Understand the job positions and responsibilities of different staff
	• Understand the handover process
	
	2. Arrange handovers
	
	• Arrange handover meetings at different times, according to the unit's service operations and related arrangements, as well as the staff's work schedule, such as: dive staff into two shifts for handovers so that the two shifts can attend to the elderly persons separately and avoids service interruption due to handovers
	• Select suitable places in the unit for handovers, conditions such as:
	    ○ Able to protect the privacy of service users
	    ○ Able to accommodate the number of staff attending handovers
	    ○ The location is close to the facilities related to the content of the handover, such as: application of orientation board, the staff's use of card-punching machines for getting on and off duty, introduction to the anti-wandering alarm, etc.
	• Arrange the relevant staff to attend and participate in handovers, according to the needs of reports and what the staff need to know
	• According to the established schedule, summon the first and second shift staff to attend handovers
	• Arrange for the staff records to be updated in the handover logbook, such as:
	    ○ If the content of the handover is mundane and routine information; the responsible staff can document the relevant content before handovers
	    ○ If the content of the handover is remarkable and spontaneous; the related information should be documented onto the handover logbook by the staff who made the report or the pre-arranged staff, such as: the clerk, etc.
	• Arrange for the relevant staff to follow-up the situation according to the handover contents

Functional Area - Management

	• Remind the staff during regular meetings and daily operations, including those who are absent during handovers, to read the handover logbook before providing services, in order to understand the daily special events and the latest information
	• Arrange a suitable location to place the handover logbook, such as:
	    ○ Convenient for staff to access at any time
	    ○ Avoid contact with the elderly persons, visitors or other unauthorized persons, etc.
	
	3. Exhibit professionalism
	
	• Possess good understanding on the organization's environment, service operations and staff's responsibilities, in order to appropriately arrange handovers
	• Able to read the handover logbook at appropriate times to ensure smooth work progress

Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: • Able to arrange handovers to facilitate transfer of responsibilities, according to the organization's guidelines and the understanding on all aspects of the organization.
Remark	