

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

Functional Area - Management

Title	Establish Duty Rosters
Code	110837L4
Range	This Unit of Competency is applicable to practitioners who provide human resources and management work in the elderly care service industry. The application requires performing skilled tasks in familiar and some new working environments, and its execution requires analytical and decision-making skills. Practitioners should be able to allocate the staff's working hours and shifts, deploy manpower in response to the service needs, according to the organization's service operations and human resources, in order to facilitate the normal operation of services.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on duty rosters</p> <ul style="list-style-type: none"> <li>• Understand the organization's guidelines on human resources and management</li> <li>• Understand the purpose of establishing duty rosters for staff, such as: <ul style="list-style-type: none"> <li>○ Maintain the normal and smooth operation of services</li> <li>○ Ensure enough manpower to complete workload and deal with emergencies</li> <li>○ Allocate adequate work and rest time for the staff</li> <li>○ Comply with all aspects of supervision and requirements, such as: the organization, Social Welfare Department, service quality standards and legal requirements, etc.</li> </ul> </li> <li>• Understand the organization's operation and service content, and its impact on duty rosters, such as: <ul style="list-style-type: none"> <li>○ Unit/center's opening or closing time</li> <li>○ Various team services and service processes</li> <li>○ Quantity of service usage</li> <li>○ Staff workload</li> <li>○ Unit/center's structure</li> <li>○ Available resources</li> <li>○ Special service/event requirements, etc.</li> </ul> </li> <li>• Understand the scope of work of staff in different positions, such as: <ul style="list-style-type: none"> <li>○ Responsibilities and required skills</li> <li>○ Meal times</li> <li>○ Other restrictions, such as: work arrangements specified in their contracts, etc.</li> </ul> </li> <li>• Understand the labor laws and information related to manpower requirements and staff working hours, such as: <ul style="list-style-type: none"> <li>○ "Employment Ordinance"</li> <li>○ "Minimum Wage Ordinance", etc.</li> </ul> </li> <li>• Understand the work processes and precautions of editing and creating duty rosters</li> </ul> <p>2. Establish duty rosters</p> <ul style="list-style-type: none"> <li>• Establish the workhours for each shift according to the workflow of duty rosters, such as: <ul style="list-style-type: none"> <li>○ Establish the duty roster according to the organization's established number of working days</li> <li>○ The staff's working and resting time should be allocated, according to the organization's service conditions and the staff's scope of work, in order to ensure they meet the service needs</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ After preparing the duty rosters; circulate it in the unit/center for relevant staff to make amendments in response to the service needs</li> <li>○ After the team leader has checked the duty roster; submit it to the staff responsible for editing, and identify the areas that needs to be corrected, such as: inappropriate working hours, shortage of manpower for a certain job, etc.</li> <li>○ After re-coordinating the duty roster with the team leader, and confirming that it is correct; hand it over to the unit leader to sign, print and post in a prominent location in the office for reference purposes</li> <li>○ Ensure that the duty roster clearly lists all every staff's working hours, commuting hours, shifts, vacations and other related deployment arrangements, etc.</li> <li>● Handle special circumstances flexibly, and adjust the duty roster accordingly</li> <li>● According to the service needs, make the corresponding duty roster duty deployments, and coordinate with the relevant staff in advance to obtain their consent, such as: <ul style="list-style-type: none"> <li>○ The service user's special and reasonable requirements, such as: the elderly's family members need to go to work, unable to accept home visits during the staff's duty, requesting another appointment</li> <li>○ The organization's special activities should be allocated on non-working days, such as: department's retreat activities, organization's staff training, etc.</li> <li>○ Assist medical organizations to check and monitor for abnormalities in the elderly's health records, etc.</li> </ul> </li> <li>● Make appropriate duty deployments according to the special needs of individual staff, such as: <ul style="list-style-type: none"> <li>○ Foresee various short and long holiday applications</li> <li>○ Sudden sick leave and personal leave</li> <li>○ Staff summoned to be a jury</li> <li>○ Short-term staff training, etc.</li> </ul> </li> <li>● If special circumstances occur; appropriately handle them to avoid affecting the services, such as: shortage of manpower</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>● Understand the unit/center's services and operations, appropriately deploy manpower, and avoid omissions while establishing duty rosters</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>● Able to allocate the staff's working hours and establish an accurate duty roster for the staff to refer to, according to the organization's operation and established work arrangements, in order to ensure sufficient manpower to provide services; and</li> <li>● Able to handle special circumstances flexibly, and amend the duty rosters accordingly, in order to increase the staff's work efficiency and sense of belonging to the organization.</li> </ul>
Remark	