

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

Functional Area - Management

Title	Develop Case Management Plans for Service Users of Ethnic Minorities or with Cultural Differences
Code	110852L5
Range	This Unit of Competency is applicable to practitioners who provide psychological, social and spiritual care 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 develop case management plans for service user of ethnic minorities or with cultural differences according to the organization's policies.
Level	5
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on service users of ethnic minorities or with cultural differences</p> <ul style="list-style-type: none"> <li>• Understand the definition, principles, goals and strategies of case management plans</li> <li>• Understand the responsibilities and scope of work of staff at different levels</li> <li>• Understand the social resources for service users of ethnic minorities or with cultural differences, such as: <ul style="list-style-type: none"> <li>○ Comprehensive Social Security Assistance Program</li> <li>○ Caritas Community Development Service: provides language adaptation services for ethnic minority residents in Hong Kong</li> </ul> </li> <li>• Understand the workflow of the organization's case management plan</li> <li>• Understand the scope of assessing service users of ethnic minorities or with cultural differences, such as: <ul style="list-style-type: none"> <li>○ Family status, such as: strengths and limitations, etc.</li> <li>○ Existing and past difficulties as well as coping methods</li> <li>○ Personal advantages and limitations</li> <li>○ Personal health</li> <li>○ Emotional condition</li> <li>○ Cognitive condition</li> <li>○ Interpersonal relationship and network</li> <li>○ Religious belief</li> <li>○ Social and cultural integration</li> <li>○ Motivation for personal transformation</li> <li>○ Important past experiences</li> <li>○ Other sources of assistance and support</li> <li>○ Communication skills</li> <li>○ Language skills</li> <li>○ Problem solving skills</li> <li>○ Adaptability</li> <li>○ Emotional expression ability</li> <li>○ Performance in social role</li> <li>○ Values and codes of conduct</li> <li>○ Environmental pressure and support</li> <li>○ Financial conditions</li> <li>○ Employment status</li> <li>○ Housing and transportation, etc.</li> </ul> </li> <li>• Understand the methods and principles of developing case-by-case care plans</li> </ul>

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	<ul style="list-style-type: none"> <li>• Understand the skills of good communication, writing, and coordination</li> <li>• Understand the methods of documenting and recording case management plans</li> </ul> <p>2. Develop case management plans for service users of ethnic minorities or with cultural differences</p> <ul style="list-style-type: none"> <li>• Analyze the needs of service users and identify the priority of handling problems through assessment reports</li> <li>• Analyze the various conditions of service users, such as: their abilities, motivations, resources, limitations, development possibilities, etc.</li> <li>• Develop goals and case management plans together with service users, in order to solve their problems and meet their needs. Contents of the plans, such as: <ul style="list-style-type: none"> <li>○ Establish specific goals</li> <li>○ List and analyze the advantages and limitations of each strategy</li> <li>○ Identify the specific strategies and content</li> <li>○ Estimated the timetable of the plans, as well as and time to achieve the goals</li> <li>○ Develop methods to measure service effectiveness</li> <li>○ Reach an agreement on the responsibilities and rights of the case manager and the service user</li> <li>○ Establish the review date of the plans, etc.</li> </ul> </li> <li>• Develop relevant case management plans with external partnership organizations as needed</li> <li>• Document and record the case management plans, and review the content accordingly</li> <li>• Appropriately amend the case plan as needed</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Comply with the "Personal Data (Privacy) Ordinance" when processing personal data</li> <li>• Understand and attend to the feelings of service users of ethnic minorities or with cultural differences, and build mutual trust and respect</li> <li>• Utilize professional knowledge to develop personalized and comprehensive plans for service users, and respect their autonomy</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 develop case management plans together with service users of ethnic minorities or with cultural differences, according to their needs and the comprehensive assessment and analysis results; and</li> <li>• Able to regularly review the effectiveness of case management plans, review the service user's condition, and amend the plans as needed.</li> </ul>
Remark	