

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

Functional Area - Home and Community Care

Title	Arrange Meal Deliveries
Code	110859L3
Range	This Unit of Competency is applicable to practitioners who provide home support 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 for the relevant staff to deliver meals according to the organization's procedures and guidelines, the quantity of meal deliveries, and the staffing and manpower division of the service unit, in order to ensure that the deliveries can be accurately completed on time.
Level	3
Credit	1 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on meal deliveries</p> <ul style="list-style-type: none"> • Understand the staffing arrangements of the service unit • Understand the scope of work and responsibilities of staff in different positions • Understand the staff allocation and work division required for arranging meal delivery • Understand the skills for arranging meal delivery routes • Understand the importance of division of labor and cooperation among staff at all levels • Understand the skills for dealing with emergencies <p>2. Arrange meal deliveries</p> <ul style="list-style-type: none"> • Arrange the delivery routes according to the organization's procedures and guidelines, quantity of meal deliveries, and the information of the elderly's address • Collect relevant route information and discuss relevant arrangements with the driver, such as: <ul style="list-style-type: none"> ○ Parking arrangements, such as: parking location, free parking time limit, etc. ○ Instructions for entering the gate ○ Instructions for entering the estate, such as: presenting a staff card, etc. • Develop the quantity of deliveries and driving time for each delivery route according to the discussion results of the discussion • Arrange suitable manpower to attend to each delivery route according to the route arrangement, the quantity of meal deliveries, and the organization's staffing ratio • Before the daily meal deliveries, ensure to obtain the latest information about catering services through work briefings and checking the elderly's meal record book, such as: <ul style="list-style-type: none"> ○ Elderly's conditions, such as: omit one meal due to follow-up visits, one-week suspension of meals due to returning home, and the suspension of meal services for the elderly due to moving houses, etc. ○ Traffic conditions, such as: due to road maintenance or diversion works, the meal delivery route needs to be re-arranged, the need to divert delivery routes temporarily due to traffic accidents, etc. ○ Temporary staff leave: arrangement of substitutes or mobilization of manpower by other units to assist in work • In order to ensure that meals can be delivered to the elderly on time and accurately; it is necessary to hire staff replacements in relevant positions in advance, and understand the basic staffing arrangements and division manpower of other related services of the unit, so that manpower can be mobilized to handle the work when necessary

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	<ul style="list-style-type: none"> • Under special circumstances, such as: typhoons and rainstorms, public holidays, etc., perform special manpower arrangements or help prepare temporary food to solve the elderly's dietary issues, according to the organization's guidelines <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Comply with the organization's procedures and guidelines when working • Respect the responsibilities and abilities of staff in different positions, listen to their opinions in related aspects, and achieve effective division of manpower and cooperation • Possess abilities of coordination and resilience, in order to ensure the appropriate management of emergencies
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to arrange the staff responsible for meal deliveries according to the quantity of meal deliveries, and the staffing arrangements of the service unit; and • Able to respond to emergencies, coordinate the division of manpower, and ensure the accurate completion of meal deliveries on time.
Remark	