

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

Functional Area - Common

Title	Provide Psychological Support for the Staff
Code	110923L5
Range	This Unit of Competency is applicable to practitioners who provide spiritual support services for the carers 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 arrange appropriate psychological support services according to the staff's psychological distress, in order to assist in solving their difficulties and improve their resilience.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on psychological support for the staff</p> <ul style="list-style-type: none"> • Understand the organization's goals on the psychological support for the staff, such as: <ul style="list-style-type: none"> ○ Assess, diagnose and treat the staff suffering from emotional or psychological distress ○ Promote a caring culture within the organization ○ Improve the staff's ability and personal growth, etc. • Understand the staff's psychological distress and the reasons behind it, such as: <ul style="list-style-type: none"> ○ Psychological distress due to personal issues ○ Emotional distress due to the burdens from daily work ○ Distress caused by emergency situations, such as: <ul style="list-style-type: none"> ▪ Workplace violence (such as: verbal violence, being assaulted, etc.) ▪ Experiencing a colleague's sudden death or serious injury ▪ Complaints by service users or their family members ▪ The death of service users, etc. • Understand the various tools for assessing the staff's psychological status • Understand the responsibilities of the team and work committee to assist in providing psychological support for the staff • Understand the various methods and services to assist in providing the staff with psychological support • Understand the knowledge and skills of psychological support and counseling • Understand the process of providing the staff with psychological support • Understand the importance of personal privacy <p>2. Provide psychological support for the staff</p> <ul style="list-style-type: none"> • Form a work committee to coordinate, plan and review various psychological support services for the staff • Develop a process for providing the staff with psychological support according to the organization's policies, such as: <ul style="list-style-type: none"> ○ Selected by the staff themselves or referred to appropriate support services after evaluation ○ Assess the staff's emotions and psychological state ○ Assist the staff to understand their psychological condition ○ Assist the staff to analyze the problem and its cause ○ Assist the staff to discover feasible solutions or divert the problem ○ Assist the staff to execute the plan, and make timely effectiveness assessments and adjustments accordingly, etc.

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	<ul style="list-style-type: none"> • Design and provide different service models to meet the psychological needs of different staff, such as: <ul style="list-style-type: none"> ○ Staff psychological services, such as: <ul style="list-style-type: none"> ▪ Clinical psychology services: psychological diagnosis and personal counseling through psychological assessments and professional interviews ▪ Establish a self-study psychological resource website: explore different mental health topics ▪ Establish professional consultation services to respond to the psychological needs of staff, etc. ○ Emergency psychological services, such as: <ul style="list-style-type: none"> ▪ Establish a “Staff Emergency Psychological Service Team”, in order to prevent and manage the psychological distress of staff in emergencies ▪ Establish a “Staff Psychological and Emergency Support Team” around volunteers, in order to improve staff resilience and promote a culture of caring for others ○ Psychological training and development services to enhance staff resilience, such as: <ul style="list-style-type: none"> ▪ Plan resilience and stress management courses ▪ Plan emergency psychological service training courses, etc. ○ Psychological growth services to help the staff build positive attitudes and improve resilience, such as: <ul style="list-style-type: none"> ▪ Caring for the sick staff and relatives ▪ Services based on positive psychology or spiritual training, etc. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Design different effective services to meet the needs of the staff’s psychological, social and spiritual well-being • Establish a relationship of mutual trust with the staff • Comply with the “Personal Data (Privacy) Ordinance” when providing services
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to accurately assess and analyze the staff’s psychological distress and needs, assist in solving their difficulties through different psychological support services, and improve their awareness and resilience.
Remark	