

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

Functional Area - Common

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| Title | Develop Risk Management Plans |
| Code | 110938L5 |
| Range | This Unit of Competency is applicable to practitioners who are responsible for risk management and management work 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 risk management plans according to the organization's service conditions, the use of risk management knowledge and skills, in order to minimize the impact of risks on the organization's operations, as well as being able to identify problems early, in order to prevent and manage them appropriately. |
| Level | 5 |
| Credit | 9 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Relevant knowledge on risk management</p> <ul style="list-style-type: none"> • Understand the organization's services, including: service forms, daily operations, environmental facilities, service targets and staff, etc. • Understand the importance of risk management, such as: <ul style="list-style-type: none"> ○ Prevent risks ○ Avoid loss ○ Minimize loss ○ Risk transfer, etc. • Understand the scope of the organization's risks, such as: <ul style="list-style-type: none"> ○ Casualties ○ Property loss ○ Damaged facilities and equipment ○ Sudden computer system failures ○ Talent loss ○ Loss of importance records and information ○ Ruined reputation of the organization, etc. • Understand the level and skills of developing risk management plans, such as: <ul style="list-style-type: none"> ○ Assess potential problems ○ Develop action plans ○ Develop specific execution plans, etc. <p>2. Develop risk management plans</p> <ul style="list-style-type: none"> • Conduct comprehensive risk assessment based on the organization's services, such as: <ul style="list-style-type: none"> ○ Environmental risks, such as: drain or sewer damage, toilet obstructions, etc. ○ Risks of using facilities, such as: medical supplies, failure of rehabilitation equipment, etc. ○ Service process risks, such as: infectious disease outbreaks, outdoor activity arrangements, etc. ○ Transportation risks, such as: traffic jams, traffic accidents, etc. ○ Staff risk management, such as: staff injury, large-scale leave applications, etc. ○ Service user risks, such as: wounded, missing, getting lost, etc. ○ Emergency risks, such as: fire, burglary, gas leak, suspension of water supply, etc. • Develop relevant plans based on each risk assessment items, such as: |

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| | <ul style="list-style-type: none"> ○ Precautions ○ Specific execution and crisis management methods ○ Follow-up procedures ○ Review the organization's policies related to risks and their execution conditions ○ Reporting and documentation formats, etc. ○ Refer to the Failure Mode and Effect Analysis (FMEA), etc. <ul style="list-style-type: none"> ● Explain the risk management plans to the managerial committee, in order to ensure that all units and staff execute the relevant measures ● Discuss with the insurance intermediary or company about the organization's daily operation needs, and develop appropriate and effective risk transfer plans ● Ensure that the organization purchases various types of insurance every year, including: public liability insurance and s' compensation insurance, and develop safety and inspection mechanisms and inspection schedules for important facilities, and ensure that inspection and maintenance is carried out by professionals or qualified technicians annually, in order to protect the service users and staff, such as: <ul style="list-style-type: none"> ○ Lifts and fire-fighting facilities ○ Medical equipment, such as: oxygen equipment, sputum suction machine, etc. ○ Stair machines and position transfer machines, etc. ● Discuss the daily operations with various units, and develop relevant risk management plans ● Conduct regular risk management training courses to establish risk awareness for the organization and their staff, and establish appropriate work arrangements according to risk management ● Regularly review the risk management plans to ensure that they match the organization's latest developments <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> ● Develop comprehensive risk management plans according to the organization's service conditions, in order to minimize the effects on the organization's operations brought on by accidents, and protect the organization's interests ● Fully consider the occupational safety and health factors when developing risk management plans, in order to protect the staff and service users |
| Assessment Criteria | <p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Able to conduct risk assessments and develop various risk management plans according to the conditions of the organization's services; and ● Able to regularly review the risk management plans to ensure that they can match the organization's latest developments. |
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