

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

Functional Area - Common

Title	Manage Risks
Code	110939L5
Range	This Unit of Competency is applicable to practitioners who provide risk management 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 analyze dangerous situations according to the organization's risk management plan, determine the priorities of handling the crisis, and execute the relevant measures in order to minimize the impact on the service and losses of the organization when risks occur.
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 importance of risk management, such as: <ul style="list-style-type: none"> ○ Risk prevention ○ Avoid losses ○ Minimize the loss ○ Risk-shifting, etc. • Understand the organization's risk management plan • Understand the procedures and techniques for managing risks, such as: <ul style="list-style-type: none"> ○ Identify potential risks, such as: operational risks, strategy risks, emergency risks, security risks, staff risks, service user risks, etc. ○ Assess and analyze the severity of the risk ○ Decide on the next steps to avoid, reduce and mitigate risks ○ Methods and procedures for crisis management ○ Forms of recording reports ○ Develop methods to monitor risks ○ Measures to prevent the recurrence of risks, etc. • Understand the organization's crisis management guidelines and execution procedures <p>2. Manage risks</p> <ul style="list-style-type: none"> • Identify potential risks, analyze the crisis occurrence and assess the severity of the risk according to the organization's risk management plan • Arrange for the staff to execute the corresponding procedures and measures to avoid, reduce and mitigate risks, and handle emergencies caused by risks, according to the organization's risk management plan and emergency handling guidelines, such as: <ul style="list-style-type: none"> ○ Response measures in case of communicable disease outbreaks ○ In the event of heavy rains and typhoons, arrange for the elderly persons to return home safely and notify their family members ○ In the event of floods, fire, etc., understand the needs and conditions of service users to determine whether they require support, and contact relevant government departments for further assistance ○ If the elderly is missing, report to the police and assist in providing information according to the organization's guidelines, and contact their family members ○ Handle violent incidents and follow-up according to the guidelines, etc.

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	<ul style="list-style-type: none"> • After handling the risks and the emergencies caused by them, immediately review the relevant processes, so that the measures are effective, or make improvements to prevent similar incidents from recurring • Appropriately record and store relevant processing procedures and data for future review and follow-up purposes • Perform regular staff training so that they understand and execute the relevant measures • Timely assess the service condition, identify risks and make recommendations to the managerial committee • Ensure the organization's risk prevention measures could minimize the chances of risk occurrences as well as the losses caused by them, such as: <ul style="list-style-type: none"> ○ Arrange for professionals or qualified technicians to conduct inspections, regular maintenance and annual inspections for various important facilities ○ Regularly understand the safety risks near the service unit or the service user's residence, and perform corresponding risk assessments, such as: flooding, dog or wild animal attacks, etc. ○ Comply with and execute the occupational safety and health codes of practice to prevent injuries on duty ○ Purchase and renew various types of insurances yearly <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Utilize professional judgment and consider the safety and interests of service users, staff and the organization when managing risks
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> • Able to analyze the crisis, determine the priorities of risk management, and execute the organization's risk management plan; and • Able to suggest improvements to the managerial committee by assessing the service conditions and reviewing the crisis management process.
Remark	