

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

Functional Area - Management

Title	Plan Duty shift Roster
Code	106154L4
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of human resource management. This competency involves the ability of analysis, making judgment and assessment. Employees are required to allocate shifts and working hours for staff members according to the service demand and human resource of the institution, so as to ensure smooth running of services.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on shift allocation for staff</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the aims of shift allocation for staff, for example, <ul style="list-style-type: none"> ○ Keep services running smooth ○ Ensure sufficient manpower, preventing accidents and accomplishing tasks ○ Allow staff to have sufficient resting time between shifts • Understand the scope of service of the institution, including <ul style="list-style-type: none"> ○ Service workflow and opening hours ○ Service utilization rate and workload ○ Human resources hierarchy ○ Type of staff needed ○ Resources available • Understand staff's scope of work for various posts, for example, <ul style="list-style-type: none"> ○ Responsibilities and skills ○ Meal hour(s) ○ Other limitations, for example, work arrangement stated in the contract • Understand the labour ordinance and information relevant to manpower requirement, service workflow and staff's working hour, for example, <ul style="list-style-type: none"> ○ Employment Ordinance ○ Minimum Wage Ordinance ○ Hospitals, Nursing Homes and Maternity Homes Registration Ordinance ○ Code of Practice for Private Hospitals, Nursing Homes and Maternity Homes Registration Ordinance ○ Residential Care Homes (Elderly Persons) Ordinance ○ Code of Practice for the Residential Care Homes (Elderly Persons) <p>2. Shift allocation for staff</p> <p>Be able to</p> <ul style="list-style-type: none"> • Allocate shifts for staff according to the actual situation of the institution, ensure sufficient manpower to provide services • Arrange staff to work in turns for demanding tasks, for example, heavy manual labour • Seek employees' consensus on longer working hours if required • Make flexible arrangements to accommodate staff's special needs and circumstances, such as last-minute family commitments or feeling unwell • Handle special situations appropriately, such as sick leave or manpower shortage, to avoid disruption of services

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	<p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none">Reasonably allocate shifts for staff under the principle of fairness and equality
Assessment Criteria	<p>The integrated outcome requirement of this Unit of Competency is:</p> <ul style="list-style-type: none">Ability to allocate shifts and working hours for staff according to the operational needs of the institution, and deploy manpower flexibly on special occasions, ensure manpower is sufficient to provide services.
Remark	<p>Refer to code of practice for residential care homes for the elderly annex 3.2/8.2/8.3/8.4 by the Social Welfare Department.</p>