

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

Functional Area - Management

Title	Manage Daily Operations
Code	106155L4
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of management. This competency involves sophisticated thinking and the ability to make judgment. Employees are required to manage the daily operations of the institution according to relevant guidelines of the institution; monitor and evaluate management measures regularly, in order to enhance service quality and maintain smooth operations.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on managing an institution</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the service mission, objectives, core values, aims and resources of the institution • Understand the guideline on daily operation management prescribed by the institution • Understand the service content and workflow in the institution • Understand the scope of work of different staff members • Understand the regulations and restrictions on services as set by regulatory bodies • Understand the skills to brief and train staff • Understand the skills to collect opinions from staff and service users (including elderlies and their families) • Understand the skills to conduct evaluation and reporting <p>2. Manage daily operations</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Perform daily management tasks according to the daily operation guidelines stipulated by the institution • Clearly explain the guidelines to staff by means of: <ul style="list-style-type: none"> ○ Regular staff training ○ Duty description ○ Notice board ○ Regular staff meeting • Monitor the implementation of guidelines by staff • Adjust the service workflow and manage urgent cases under special circumstances, for example, <ul style="list-style-type: none"> ○ Staff absence from work ○ Handle complaints ○ Elderlies suffering from injury or admitted to hospital • Keep the latest record of activities and prepare accurate statistics report, submit to supervisors before deadlines • Allow service applicants and users to understand the operation of the institution clearly • Build an effective communication channel, collect opinions from staff and service users by means of: <ul style="list-style-type: none"> ○ Opinion forms ○ Feedback collection box ○ E-mail ○ Meeting with staff and service users • Review the operation regularly and report to supervisor

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	<ul style="list-style-type: none"> ○ Monitor daily operation ○ Randomly check staff's performance <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Manage the daily operations of the institution professionally, and follow the relevant legal requirements
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to manage the daily operations of institution effectively, enhancing smooth operation; and ● Ability to evaluate the operation of the institution regularly, make suggestions for improvement or optimization, in order to improve the services.
Remark	<p>Refer to code of practice for residential care homes for the elderly by the Social Welfare Department.</p>