

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

Functional Area - Management

Title	Manage Human Resources
Code	106156L4
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of human resource management. This competency involves ability of independent analysis and making 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 operation .
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on human resources</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the policies, procedures and mechanisms of human resource management of the institution, including <ul style="list-style-type: none"> ○ Recruitment and selection of staff ○ Promotion, deployment and attendance ○ Training and development ○ Discipline and rules ○ Complaint channels and retaining staff ○ Orientation for new colleagues • Understand workflow of human resource management and operational characteristics in elderly care service industry, including <ul style="list-style-type: none"> ○ Deployment of manpower in different departments ○ Required abilities for different posts ○ working in shifts ○ Overtime work ○ Working on holidays <p>2. Manage Human resources</p> <p>Be able to</p> <ul style="list-style-type: none"> • Implement relevant procedures and guidelines according to human resource policies, such as <ul style="list-style-type: none"> ○ Organize orientation and prepare handbook for new colleagues ○ Arrange training for staff ○ Prepare code of practice for staff ○ Implement disciplinary procedures ○ Handle staff complaints ○ Set recruitment criteria and outline their job duties ○ Staff performance assessment ○ Staff deployment • Convey human resource messages through effective channels, such as <ul style="list-style-type: none"> ○ training or bridging courses ○ Presentations ○ Individual interviews ○ Notice board ○ Intranet messages • Establish appropriate channels to receive comments from staff to understand their views and responses towards institute's policies, such as

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	<ul style="list-style-type: none"> ○ Email ○ Interviews ○ Feedback collection box ● Establish performance goals for individual staff member and provide instructions and supervision according to departmental needs ● Handle staff members with subpar performance or poor conduct, and provide counselling and take proper disciplinary actions ● Monitor and review the effectiveness of human resource procedures and provide relevant suggestions for improvement <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> ● Implement human resource policies and procedures in a fair and objective manner
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to conduct human resource management efficiently so that staff members can realize their potential to the fullest; maintain a good relationship with staff according to human resource policies of the institution; and ● Ability to monitor and review suitability and legitimacy of human resource policies of the institution and provide suggestions to improve them.
Remark	