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

Functional Area - Management

Title	Formulate Risk Management Solutions
Code	106183L5
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of risk management tasks. This competency involves critical analysis, reorganization, assessment and integration of information. Employees are required to formulate risk management solutions according to the institution's status with respect to service provision while leveraging relevant knowledge and techniques, so that potential problems or crises can be detected early on, and ultimately be prevented and resolved properly.
Level	5
Credit	9 （For Reference Only）

Competency	Performance Requirements
	1. Relevant knowledge on risk management
	
	    Be able to
	• Understand the institution's status with respect to service provision, including mode of services, daily operation, environment and facilities, target service users and staff
	• Understand the importance of risk management, including
	    ○ Risk prevention
	    ○ Avoid or minimize loss
	• Understand different levels of risk management and the techniques required for their formulation including
	    ○ Assess potential problems
	    ○ Formulate action plan
	    ○ Formulate concrete implementation plan
	
	2. Formulate risk management solutions
	
	    Be able to
	• Perform comprehensive risk assessment according to the institution's situation, including
	    ○ Environmental risks, such as bursting water pipes, blockage of toilet drain
	    ○ Risks in using facilities, such as medical equipment, malfunctioning of rehabilitative devices
	    ○ Risks related to procedures of service provision, such as outbreak of infections, possible accidents related to outdoor activities
	    ○ Risks of transportation, such as traffic congestion, traffic accidents
	    ○ Risks management for staff, such as staff injuries, unusually high percentage of staff applying for leaves of absence at the same time
	    ○ Risks of service users, such as elderlies injuring others, elderlies wandering and gone amiss
	    ○ Risks of unexpected incidents, such as fire, burglary, gas leakage, suspension of water
	• Formulate relevant solutions according to every item in the risk assessment, including:
	    ○ Preventive measures
	    ○ Concrete and realistic steps to implement the solutions and handle the risks
	    ○ Follow-up procedures
	    ○ Mode of documentation.
	    ○ Refer to failure mode and effect analysis (FMEA)
	• Explain relevant risk management solution to the management and ensure every unit/department and its staff implement the relevant measures as required

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	• Ensure the institution purchases enough insurance coverage yearly, covering various risks, such as public liability and employees' compensation, so as to protect service users and staff
	• Formulate safety mechanisms and inspection timetable for different important facilities, ensure maintenance and yearly inspection are performed by professionals or qualified technicians, such as
	    ○ Lift and fire safety facilities
	    ○ Medical equipment, such as oxygen supply, sputum suction devices
	    ○ Staircase lifts and transferring machines
	• Discuss daily operation with different units to identify any potential risk and formulate relevant risk management solutions
	• Review risk management solutions regularly to ensure they are in line with the latest development of the institution
	
	3. Exhibit professionalism
	
	    Be able to
	• Consider factors from various perspectives; formulate risk management plan and solutions that the negative impacts of accidents on the institution's operation, in order to protect its benefits

Assessment Criteria	The integrated outcome requirements of this Unit of Competency are: • Ability to perform risk assessment and formulate different risk management plans according to the institution's status in terms of service provision; and • Ability to review risk management plans regularly to ensure they are in line with the latest development of the institution.
Remark	