

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

Functional Area - Management

Title	Manage Risks
Code	106184L5
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of risk management. This competency involves the ability of critical analysis and assessment. Employees are required to analyse the situation when danger happens and work out an order of priority in risk management according to the institution's risk management plan; implement relevant measures to minimize the loss to the institution and disruptions on its services.
Level	5
Credit	9 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on risk management</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Understand risk management plan of the institution</li> <li>• Understand the importance of risk management, including <ul style="list-style-type: none"> <li>○ Risk prevention</li> <li>○ Avoid or minimize loss</li> </ul> </li> <li>• Understand techniques of risk management, including <ul style="list-style-type: none"> <li>○ Assess and identify potential risks</li> <li>○ Ways to prevent risks</li> <li>○ Ways to analyse levels of risk</li> <li>○ Ways and procedures to handle risks</li> <li>○ Measures to prevent recurrence of risk</li> </ul> </li> </ul> <p>2. Risk management</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Analyse the occurrence of risk and level of danger; arrange staff to implement relevant procedures and measures according to risk management plan, such as <ul style="list-style-type: none"> <li>○ Send elderlies home safely in case of typhoons or rainstorms and inform their families</li> <li>○ Implement prevention measures for flu at peak season</li> <li>○ Call police when elderlies have gone missing, provide relevant information and contact their families</li> <li>○ Handle complaints from service users and follow up</li> </ul> </li> <li>• Immediately review relevant process after handling risk to ensure the measures are effective; otherwise, amend the risk management plan to avoid recurrence of similar incidences</li> <li>• Document and file relevant procedures and information properly for review and follow-up actions in future</li> <li>• Conduct staff training to ensure they understand relevant risk managing measures and implement them correctly</li> <li>• Assess status of service provision, identify any risks and provide suggestions to management to manage them</li> <li>• Ensure the institution's risk prevention measures are effective in reducing risk and losses, such as <ul style="list-style-type: none"> <li>○ Arrange professionals or qualified technicians to conduct check-ups, regular maintenance and yearly inspections on important facilities</li> <li>○ Make sure staff follow guidelines on occupational safety and health and environmental protection to avoid injuries</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Purchase enough insurance coverage on yearly basis</li> </ul> <p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>• Strike a balance among the benefits of institution, service users and staff when managing risk using professional judgment</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> <li>• Ability to analyse the risk when danger occurs, prioritize risk management and implement risk management plan of institution; and</li> <li>• Ability assess the institution's status regarding service provision and review risk handling process, so as to make suggestions to management for improvement.</li> </ul>
Remark	