

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

Functional Area - Management

Title	Build Communication Channels between the Staff, Elderlies and their Families
Code	106185L5
Range	This unit of competency is applicable to employees in the elderly care service industry who are in charge of management tasks. This competency involves the ability of critical review, analysis and making judgment. Employees are required to establish day-to-day communication channels between the staff, elderlies and their families according to service mission, objectives, core values, goals and resources of the institution, so that staff have access to the opinions and needs of service users alongside any room for improvement in service, in a bid to enhance service quality.
Level	5
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge and skills required for staff members to communicate with with elderlies and their families effectively</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the mission, objectives, core values, goals and resources of the institution • Understand the institution's scope of services and procedures to deliver services <ul style="list-style-type: none"> ○ Target service users ○ Nature of services • Understand the theory and techniques of communication, such as <ul style="list-style-type: none"> ○ Functions of communication ○ Build a good communication channel ○ Techniques to use the right diction ○ Listen patiently and techniques to ask questions ○ Pros and cons of different communication channels • Understand techniques to formulate policies and procedures • Understand channels and ways to collect opinions from service users and their families <p>2. Formulate communication channels between staff, elderlies and their family</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Analyse the institution's scope of services and the way services are delivered, build communication channels between the staff, elderlies and their family, by means of <ul style="list-style-type: none"> ○ Publication of periodicals ○ Feedback boxes ○ Newsletter ○ Notice ○ Case meeting or interviews ○ Calls and emails • Construct flowcharts and executive guidelines of replying, following up, documenting and filing feedbacks; list the job position of the responsible staff and set a timeframe for handling the cases • Explain the communication channels and executive guidelines to all staff, elderlies and their families; assign staff members to be responsible for different tasks; ensure communication channels work well • Introduce communication channels to elderlies and their families, encourage them to use them and select appropriate channels to express their opinions • Monitor and review communication channels for their effectiveness and make amendments if necessary

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	<p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none">• Respect opinions from the staff, elderlies and their family; respect their privacy• Handle every opinion from elderlies and their families with care and impartiality
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Ability to build day-to-day communication channels between staff, elderlies and their families according to the service mission, objectives, core values, goals and resources of the institution; and• Ability to explain relevant communication channels and executive guidelines to all staff, elderlies and their family; allow them to select the appropriate channels to express their opinions; let staff have access to opinions from service users, so as to improve relevant services.
Remark	