

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

Functional Area - Management

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| Title | Refer elderlies to Appropriate Services |
| Code | 106197L4 |
| Range | This unit of competency is applicable to employees in the elderly care service industry who are responsible for case management. This competency involves the ability of analysis, organization and making judgment. Employees are required to formulate case management plan according the needs of elderlies and their carers; refer their cases to relevant service providers; monitor and coordinate with other service providers, so as to enhance the quality of life of elderlies and their carers. |
| Level | 4 |
| Credit | 2 (For Reference Only) |
| Competency | <p>Performance Requirements</p> <p>1. Relevant knowledge on referring elderlies to appropriate services</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Understand the definition, core values, principle, objectives and strategy of case management • Understand the scope of work of various professional workers within the industry • Understand various elderly services and elderly care resources • Understand the workflow and protocols of the institution regarding case referral • Understand good communication skills • Understand the referral system, target service users and waiting time of various elderly-related services <p>2. Refer elderlies to appropriate service providers</p> <p style="padding-left: 40px;">Be able to</p> <ul style="list-style-type: none"> • Refer elderlies to other service providers or apply for services on elderlies' behalf, according to the case management plan and the timetable formulated, while taking into consideration their care needs, such as: <ul style="list-style-type: none"> ○ Counselling ○ Joining activity groups ○ Activities in elderly centres ○ Regular body checks ○ Personal care services ○ Meal delivery service ○ Long-term care service by applying to office for Standardized Care Need Assessment • Implement relevant procedures and follow up with the progress according to the referral system and requirements of various service providers • Continuously provide support to elderlies and their carers while they wait for the services; encourage elderlies and their carers to use alternative services, in order to cater to elderlies' care needs • Take initiative to ask elderlies about the referred service; monitor the service quality and coordinate with the service provider if necessary, so as to ensure the referred service meets elderlies' care needs • Document the service referral procedures and respective details properly <p>3. Exhibit professionalism</p> <p style="padding-left: 40px;">Be able to</p> |

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| | <ul style="list-style-type: none">• Comply strictly with the Personal Data (Privacy) Ordinance when handling personal data• Perform service referral for elderlies using professional knowledge• Build mutual trust with elderlies and their carers, so as to facilitate close cooperative relationships |
| Assessment Criteria | <p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Ability to refer elderlies to appropriate services or apply for services on their behalf, according to the personalized case management plan formulated; and• Ability to monitor whether the service referred satisfies elderlies' care needs and coordinate or follow up with the service providers if necessary. |
| Remark | |