



## 員工關係與發展 Staff Relations & Development

基督教家庭服務中心一向重視人才培訓，強調家庭功能，透過完善管理，希望凝聚員工歸屬感。本會人力資源部配合機構發展，除了致力聘請及培訓人才外，亦適時優化人力資源政策，推出多元化的關愛措施，務求讓員工體驗生活與工作平衡，更投入工作，與本會共同努力，提升服務質素；以追求更美好的生活及家庭、友善社區、公平社會及可持續環境為目標。

Christian Family Service Centre has always attached great importance in cultivating talents and enhancing family functioning. We target to create a sense of belonging among staff through excellent management. To tie in with the goals and development of the Agency, our Human Resources Department has not only conducted various recruitment exercises and delivered a wide spectrum of professional trainings to staff, but also work to enhance our human resources policies from time to time to introduce a wide range of employee-care measures for staff to enjoy life and work balance. We are looking forward to working hand in hand with committed staff for achieving the social goals: Better Life Better Families, Friendly Community, Fair Society and Sustainable Environment.

### 協助青少年加入護理工作行列

護理服務的照顧人員長期出現短缺情況，為吸引更多青少年從事護理工作，本會於2015年6月接受香港專業教育學院（沙田）邀請出席職業博覽活動，介紹本會的服務、各職位的性質及職責，並即場進行面試，成功聘請該校畢業生到本會工作，達至雙贏的效果。

此外，本會亦積極參與由社會福利署及非牟利機構所推出的「青年護理服務啟航計劃」，預計在2016年內可接納十多位見習員投入護理工作，實行「邊學邊做」，以循序漸進方式在護理行業繼續發展。

### 員工培訓及發展

本會一直重視員工培訓及發展，全力支援員工發揮潛能。培訓組每月安排不同類別的培訓予各職級的同工參與，恆常課程包括新同工迎新活動、營養講座、處理刁難人士之十型人格、處理服務使用者暴力事故、電腦課程、急救課程及法律講座等。專題培訓包括配合本會2014-2018機構策略計劃及核心服務定位的「Strategic Collaborative Leadership Programme」、「Coaching Skills」工作坊、創傷治療及處理技巧訓練，亦邀請了聯合醫院精神科顧問醫生分享「Psychiatric dual diagnosis in substance abuse patients」及安排個人資料私隱專員公署主講《個人資料（私隱）條例》講座等。

### Assisting Adolescent in Developing their Career in Health Care Services

There is always a shortage of frontline health care workers. To attract adolescent to develop their career in health care services, we attended the 'Career Expo' of Hong Kong Institute of Vocational Education (Sha Tin) in June 2015 to introduce our services, the nature and responsibilities of each position of the Agency to the adolescents. Interviews were arranged on the spot and we achieve a win-win situation by successfully recruited some graduates to join our team.

Besides, we were actively involved in the 'Navigation Scheme for Young Persons in Care Services' co-organised by the Social Welfare Department and Non-Government Organisations (NGOs), and are expected to have more than 10 trainees joining us in year 2016 and developing their career through on-the-job learning and training opportunities with us.

### Staff Training and Development

The Agency has been placed great importance on staff training and development; we support staff to unleash their potential to the full. The Training Unit organised different types of trainings for employees in different rank every month. Regular trainings include New Staff Orientation, dietetic talks, workshops on handling 10 types of troublesome service users and on handling service users with violent behaviours, computer courses, first aid courses and legal seminars. Thematic trainings in conjunction with our 2014-2018 strategic plan include 'Strategic Collaborative Leadership Programme', workshops on 'Coaching Skills' and on Trauma; we have also invited a Consultant Doctor of Psychiatric in the United Christian Hospital to give a talk on 'Psychiatric dual diagnosis in substance abuse patients', and organised a lecture on 'Personal Data (Privacy) Ordinance' by the Privacy Commissioner for Personal Data.



◀ 「帶領小組活動技巧」工作坊  
Workshop on 'Leading Group Activity Skill'



就企業形象議題，我們舉辦了「面對傳媒之技巧——掌握如何與傳媒有效溝通；建立良好、緊密的關係」及「Integrated Marketing Communications Plan for NGOs」工作坊，協助同事制訂服務單位的宣傳策略。

培訓組亦籌辦了CFSC商界交流活動，透過參觀廠房，實地體驗企業管理文化及觀摩商業機構的營運狀況，從中學習效率提升、質素管理。此外，每年也會組織CFSC遊學團，以加深員工對機構及服務單位的了解，增加歸屬感，並促進服務單位的合作機會。總結2015-2016年度，本會共有1,095人次參與各類型的培訓活動。

為秉承機構的持續學習文化，鼓勵員工積極參與培訓活動，本會設立「員工培訓獎勵計劃」向達標的員工頒發證書，本年度共有140位服務及支援同工與100位管理及專業同工獲得金、銀、紅獎證書。除了個人獎項外，培訓組也會頒發最高參與率之單位獎項及導師獎項，以表揚他們的參與及貢獻。

## 員工關愛活動

本會定期舉辦員工關愛活動，人力資源部在顧客服務月期間推出「感作感為」故事分享活動，藉此收集不同員工對同事、工作單位或機構的感謝小故事並分享予全會員工，鼓勵及推廣互助互愛的精神。而定期舉辦的「午間資訊站」活動，仍一如以往受到各位員工的歡迎及積極參與。本部同工設計多個遊戲，讓員工以輕鬆的心情渡過歡愉的餐前或餐後時間。

- ▶ 舉辦各類型工作坊，協助同事制訂服務宣傳策略。

We organised different workshops to assist our staff to formulate marketing strategies of the services.

To assisting our staff to formulate marketing strategies of the services and promote corporate image, we organised workshops on 'Media Handling – learning how to master the skills of effective communication with the media and establishing a close relationship with the media' and 'Integrated Marketing Communications Plan for NGOs'.

The Training Unit has organised CFSC business exchange in the year. Through visiting factories and conducting field studies on the corporate culture and operation of commercial organisations, we hope to learn more on ways to enhance the efficiency and quality of management. Moreover, CFSC visiting tour was organised annually to deepen staff's understanding of the service units, increase sense of belonging among staff, and promote opportunities for cooperation among service units. In summary, a total of 1,095 colleagues were participated in various training activities in year 2015-2016.

In order to uphold the Agency's culture of continuous learning and encourage staff's active participation in training activities, the Training Unit has established a 'training incentive programme' to award certificates to staff who met certain standard of training hours. A total of 140 Servicing and Support staffs and 100 Managerial and Professional staffs have achieved gold, silver and red award certificates this year. Apart from individual awards, our Training Unit has also awarded certificates to service units and internal trainers with highest participation rates in recognition of their participation and contribution.

## Staff Engagement Activities

We organised staff engagement activities on a regular basis. During Customer Service Month, Human Resources Department launched a 'Thoughts to perform' story-sharing activity to collect stories of gratitude towards our colleagues, units or the Agency and shared to all of us, which was an encouraging way to promote the spirit of mutual love. Meanwhile, the regularly hold 'Lunchtime Information Station' was welcomed by staff as usual. Staff actively engaged in games giving them tips on Human Resources information, and have had an enjoyable and relaxing lunch time.



為了解員工對機構的滿意度及期望，增加員工的歸屬感，本會於2015年9月向會內千多位員工發出問卷，進行不記名的「員工滿意度問卷調查」。本會將每年進行一次有關調查，把調查結果分析及比較，以便作出持續之改善。

此外，本會亦十分支持職員會舉辦多采多姿的員工活動。本年度，職員會舉辦了多個工作坊，包括塔門旅行及心靈點點線的一日遊節目、多肉植物球班、真皮皮革製作班及咖啡品嚐班等；亦推出多項有益身心的運動項目，包括室內War Game、足球小聚、籃球訓練班、超級運動大會競賽，以及參與業界「社工盃」籃球比賽和「同行共跑——社工日（香港）2016」長跑比賽等，部分活動更歡迎員工家屬參加，全年參與總人次高達1,091。其中，周年聚餐更是職員會活動的重頭戲，本會超過一半的員工，共680人出席，聚餐主題為「Re-start · Re-learn」，在本會重整十項核心服務後，希望員工一同重新學習，與機構重新出發，席間員工組隊作精彩的才藝表演，管理層與員工打成一片，渡過了一個歡愉的晚上。

To better understand the views and degree of satisfaction of our staff towards the Agency and to enhance their sense of belonging, we sent out questionnaires to over 1,000 staff in September 2015. The anonymous staff satisfaction survey would be conducted yearly and findings would be analysed and compared for continuous improvement of the Agency.

The Agency gives full support for our Staff Association to hold a wide diversity of activities. During the year, our Staff Association organised a number of workshops, including tour to Tapmun, little green day programme, classes in planting, leather-making, and coffee-tasting. Sport and health activities such as indoor war game, soccer game, basketball tournament and Super Sports Campaign were held as well. We have also participated in 'Social Worker Cup' and 'Running Together – Social Worker Day (HK) 2016'. Family members of staff are also invited in some of the activities. The number of annual participation, including staff and their family members, reached 1,091, with over half of the staff, in a total of 680, joined our highlight activities – the Staff Annual Dinner in December 2015. The theme of the Dinner was 'Re-start · Re-learn', with which the Agency hopes to work hand in hand with staff and start fresh after the restructuring of our 10 Core Services. There were also talent shows during the Dinner and our Board Members, senior management and staff enjoyed greatly and spent a night of pleasure together.

▼ 顧客服務月  
Customer Service Month

▼ 午間資訊站  
Lunchtime Information Station



▶ 周年聚餐  
Annual Dinner



本會每年均會在周年大會頒發「長期服務獎」予緊守工作崗位多年的員工。本年度共有 52 位員工獲獎，當中包括 10 年獎 19 位、15 年獎 15 位、20 年獎 13 位及 25 年獎 5 位。

To acknowledge the contribution and diligence of our staff, Long Service Award are presented yearly at the Annual General Meeting to pay tribute to our staff. Among the 52 staff receiving the award, 19 of them were granted the award for 10-year Service, 15 for 15-year, 13 for 20-year and 5 for 25-year.

### 生活與工作平衡

本會向來重視員工的身心健康，自 2010 年開始，每年均響應「社商賢匯」在會內倡導「生活與工作平衡」之概念。本會在 2015 年 10 月 26 至 30 日舉行「生活與工作平衡周」活動，以「家·多一點」為主題，鼓勵員工關顧個人與家庭之間的關係。期間，為員工舉辦多項活動，包括「玩樂地圖·從 FUN 享出發」、「我最喜愛的家庭友善措施選舉」及「最具意義的家庭友善措施」。

本會視員工為重要資產及親密伙伴，期望為員工創造一個彼此關愛、共同成長的愉快工作間。

### Work-Life Balance

The Agency cares about the psychological and physical well-being of all staff. Since 2010, we has been committed to organise activities every year that advocate 'work-life balance' in response to the appeal from 'Community Business'. With 'Home, for more' as the theme, we have held 'Work-Life Balance Week' activity from 26<sup>th</sup> to 30<sup>th</sup> October, 2015 to arouse awareness of staff on their relationship with family members. A number of activities including 'Fun Map', 'Election of my favourable family-friendly policy' and 'The most meaningful family-friendly policy' were organised during the week.

We consider our employees to be not only our most valuable asset, but our intimate partner, and strive to create a pleasant and delightful working environment that allows each and every one of us grow and learn together.

▶ 足球同樂  
Soccer Game



◀ 室內 War Game  
Indoor War Game



## 2015-2016 培訓統計 (截至 2016 年 3 月 31 日) Training Statistics (as at 31<sup>st</sup> March, 2016)

### 社工學生實習 Social Work Student Placements

院校 Institutions	人數 No. of Students
香港大學 The University of Hong Kong	4
香港中文大學 The Chinese University of Hong Kong	14
香港理工大學 The Hong Kong Polytechnic University	11
香港城市大學 City University of Hong Kong	16
香港浸會大學 Hong Kong Baptist University	4
其他 Others	29

### 職員訓練 Staff Training Activities

組織 Organiser	人次 Attendance
香港社會服務聯會及其他社會服務團體舉辦之在職訓練 / 講座 / 研討會 In-service training course / Seminar / Workshop organised by HKCSS and other social service organisations	330
社會福利署及其他政府部門舉辦之訓練課程 Course / Workshop organised by the Social Welfare Department and other government departments	128
各大學及專上學院舉辦之講座 Seminar / Workshop organised by universities / training institutions	81
醫院舉辦之研討會 Workshop organised by hospitals	38
本會舉辦之講座及研討會 Lecture / Workshop organised by the Agency	2,694
其他 Others	137