



基督教家庭服務中心一向重視家庭功能及專業團隊，致力完善管理及提供創新服務。本會人力資源部除了配合機構發展外，亦考慮員工之家庭責任及個人需要，積極地推行多元化之專業培訓，並舉辦多項員工關愛活動，以及適時地優化人力資源政策，務求讓員工體驗生活與工作平衡。我們深信這樣員工將更投入工作，並能與本會共同努力，提供優質服務予服務使用者。

Christian Family Service Centre values family functioning and professional team, strives for excellent management and the provision of innovative service. In addition to aligning with the development of the Agency, our Human Resources Department takes favourable consideration of staff's family responsibilities and personal needs. Apart from delivering a wide spectrum of professional training programmes, we also organise various staff engagement activities as well as implementing timely excellence in human resources policy in order to enable staff to enjoy work-life balance. We truly believe that ultimately, our staff would be in sincere commitment to work together with the Agency to provide quality services to our service users.

員工關係與發展

STAFF RELATIONS
AND DEVELOPMENT



員工培訓及發展

培訓組每月均為不同職級的員工安排不同的內部培訓，包括新同工迎新日、職安健、工作技能（例如急救課程、清潔技巧、維修課程等）、軟性技巧（例如顧客服務、投訴處理、處理刁難人士等）、專業課程（例如 MBTI、精神健康急救，以及一系列的輔導技巧課程）。



專業員工培訓－靜觀訓練。
Mindfulness Training for Professional Staff.

Staff Training and Development

Our Training Unit organised various internal training programmes to different levels of staff every month, including New Staff Orientation, Occupational Safety and Health training, job-related skills courses (e.g. First Aids, Cleaning Tips Sharing, Facility Maintenance Skill, etc.), soft skills training (e.g. Customer Service, Complaint Handling, Handling Difficult persons, etc.), professional courses (e.g. MBTI, Mental Health First Aids and a series of counselling skills courses).



本會總幹事郭烈東先生 JP (右) 嘉許獲獎員工。
Mr. Kwok Lit-tung, JP, Chief Executive of the Agency (right), presented 'Staff Training Award Scheme' certificates to our staff.

除內部培訓外，本會亦十分鼓勵員工積極參與外間進修課程，並提供進修假期及學費津貼；與此同時，本會亦資助員工參加國際會議及海外考察團，讓員工擴闊眼界，了解更多有關社會服務的發展。為鼓勵員工積極參與培訓活動，機構設立了「員工培訓獎勵計劃」，每年向達到指標的員工頒發證書以示鼓勵。

In addition to internal training, the Agency also encourages staff to enrol in external training. They can apply for different types of study leaves and training subsidies. The Agency also subsidises staff to join overseas conferences and study tours which can broaden their horizons and enable them to learn more about the development of the welfare services. In order to motivate staff to participate actively in training activities, the Agency established a 'Staff Training Award Scheme'. Certificates will be presented to the staff who can achieve the target training hours.

 239 獲頒發「員工培訓獎勵計劃」證書的員工人數
Staff was awarded the 'Staff Training Award Scheme' certificates

 957 參加內部培訓人次
Attendance of Internal Training Programmes

此外，「Y 世代員工的管理」成為近年人力資源管理的熱話，為了加強 Y 世代員工對機構的歸屬感，培訓組於去年及今年舉辦了「8 9 10 精兵團」員工小組，共有 27 名「80 後」員工參加。小組目的是為他們建立一個平台，讓他們可以互相分享生活上、工作上所遇到的喜悅與困難，以及舉辦一些培訓及活動，讓他們更深入了解機構，以及灌輸正確的工作態度。精兵團除增強參加員工對機構的歸屬感外，亦提升他們的形象，打破外界對「80 後」的負面標籤；與此同時，機構管理人員亦可以透過此小組更加了解新一代員工的想法，對「Y 世代員工的管理」課題上亦得著不少。

Besides, the 'Generation Y Staff Management' is a hot topic in recent years. In order to strengthen generation Y staff's sense of belonging to the Agency, our Training Unit organised an '8 9 10 Army' group from 2011 to 2013. 27 generation Y staff joined the group which aimed to create a platform for staff to share the happiness and difficulties in their daily live and work. We also organised training programmes and activities so that they could learn more deeply about the Agency as well as nurturing them the proper attitude towards their work. Moreover, the group could enhance their own image of generation Y and erase the negative label towards them. Meanwhile, our managerial staff could understand the thoughts of our new generation staff through the group. It also furnished us a lot of insights on the subject of 'Generation Y Staff Management'.



「8 9 10 精兵團」大合照。
Photo taking with the members of '8 9 10 Army'.

員工關愛活動

本會定期舉辦員工關愛活動，讓來自不同服務單位，及不同工作崗位的員工可彼此認識及聯繫。

去年 5 月，人力資源部響應機構的顧客服務月，特別舉辦了「『全賴有您』感謝咭」活動，

精心設計漂亮的感謝咭，鼓勵員工向合作同事道出感謝之情。活動又設「心心思意獎」及「感謝大獎」，分別選出最感動人心的感謝咭撰寫人和獲感謝員工，及收到最多感謝咭的員工，以表揚員工的良好合作精神，以及鼓勵員工之間多表達彼此的關愛。



活動期間，員工互相餽送感謝咭逾百張。
Over 100 thank-you cards were sent in the campaign.

Staff Engagement Activities

The Agency organises staff engagement activities regularly in order to enhance the understanding and relationship of staff in different service units.

In May 2012, our Human Resources Department launched a 'Counting on you: Thank-you Card' campaign to echo the Agency's Customer

Service Month. A nice thank-you card was designed to encourage staff to express their gratitude to their co-workers. Staff wrote and received the most touching thank-you cards was awarded with the 'Heart warming Prize' while staff received the most of thank-you cards was awarded with the 'Thankfulness Prize' in order to recognise their spirit of good collaboration as well as encouraging the expression of mutual care amongst staff.

為拉近員工之間的距離，由 2012 年開始，人力資源部定期舉辦「午間資訊站」，於午膳時間設立攤位，與員工玩遊戲、提供有關人力資源及員工培訓的最新資訊，以及解答員工有關人力資源問題，每次均得到約 120 名員工踴躍支持，場面熱鬧。

In order to get closer with our staff, Human Resources Department has organised 'Lunchtime Information Station' regularly since 2012. Staff can play games, get the latest information about Human Resources and Training, and make enquiry about Human Resources issues at the booths during lunchtime. About 120 staff visited our Station every time.



員工踴躍參與「午間資訊站」的攤位遊戲。
Staff played the games at the 'Lunchtime Information Station' enthusiastically.

本會亦十分支持職員會舉辦多采多姿的員工活動，包括郊遊、遠足、夜觀螢火蟲、野戰、詠春班、一級運動攀登證書課程及週年聚餐活動等，部分活動更歡迎員工家屬參加，去年參與職員會活動的員工及家屬總人次超過 1,000。其中，週年聚餐可說是職員會活動的重頭戲，超過 580 位員工出席，去年聚餐的主題為「食得好·玩得好·瞓得好」，鼓勵大家穿著或配戴能代表「瞓得好」的衣飾，以輕鬆的心情赴會，帶出「生活與工作平衡」的訊息，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。

The Agency by all means supports our Staff Association to organise a wide range of staff activities. A lot of diversified activities were held during the year, including outing, hiking, firefly seeing, war game, Wing Chun class, Level One Sport Climbing Certification Course and Staff Annual Dinner. Family members were also welcome to participate in some of the activities. The number of participants, including staff and their family members, were over a thousand in the year. Of which, over 580 staff joined the highlight of staff activities, the Annual Dinner in January 2013. The theme of the Dinner was 'Eat Well, Play Well, Sleep Well'. Staff was encouraged to wear the clothing in relation to the theme of 'Sleep Well' and a prize was awarded to the staff wearing the best matching clothes. By means of the humorous theme, staff enjoyed a relaxing dinner and the message of a balanced work-life was conveyed. Talent shows were performed by our staff. Our Board Members, senior management and the staff mingled with each other for a night of pleasure.



週年聚餐
Staff Annual Dinner



職員會為員工舉辦多元化活動。
Staff activities organised by Staff Association.

此外，職員會轄下的籃球隊，每年均會參加「社工盃」籃球比賽，而職員會亦津貼員工參加馬拉松活動。本會期望透過各類型有益身心的活動，輕鬆的羣體生活，可使員工身心健康，又可增進員工間的合作關係及對本會的歸屬感。



遠足
Hiking

In addition, the basketball team of the Staff Association participates in the 'Social Worker Cup' basketball tournament every year. The Staff Association also subsidises staff to join Marathon every year. It is hoped that through these wholesome and relaxing group activities, the health, cooperativeness and sense of belonging of staff could be enhanced.

為獎勵工作多年及緊守工作崗位的員工，本會每年均會在週年大會頒發「長期服務獎」，向默默為本會作出貢獻的員工致敬，本年度共有 52 位員工獲頒發「長期服務獎」，當中包括 10 年獎 24 位、15 年獎 23 位及 20 年獎 5 位。

To recognise the long commitment and diligence of our staff, 'Long Service Award' would be granted at the Annual General Meeting to pay tribute to the staff contributing silently during the years. 52 staff was granted with the 'Long Service Award' in this year, which included 24 staff for 10-Year, 23 staff for 15-Year and 5 staff for 20-Year Award.

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，並舉行「生活與工作平衡周」活動。本年度的「生活與工作平衡周」以「運動」為主題，推動員工多做運動的健康文化，我們為員工舉行多項活動，包括發放健康運動資訊、提供「體能商測試」、舉辦「壓力管理」講座，並把去年 10 月 19 日定為「運動服日」，鼓勵員工當天穿著運動服上班，並選出「最佳運動服團隊」，獎勵積極參與活動之單位。另透過本會定期舉行的「午間資訊站」活動，探討及分享了員工減壓的方法。



體能商測試
Physical Fitness Quotient Test

Work-life Balance

The Agency highly concerns about staff health. Since 2010, the Agency has committed to organise activities to raise staff's awareness of 'work-life balance' in response to the appeal from the Community Business every year. Our theme of 'Work-Life Balance Week' in October 2012 was 'Sports', of which healthy culture of doing exercises was advocated. Various activities were organised, including the provision of sports information, 'Physical Fitness Quotient Test' and stress management seminar. Furthermore, 19th October, 2012 was designated as the 'Sportswear Day' and staff were encouraged to put on sportswear on that day. A 'Best Sportswear Team Prize' was awarded to units in recognising their commitment to participate in the activity. Besides, methods of coping with stress were investigated and shared in our regular staff engagement activity of 'Lunchtime Information Station' as well.

In addition to the implementation of flexible working hours, the Agency improves staff benefits to manifest our values of caring staff and their families all along. Starting from October 2012, 3 additional categories of family-friendly holidays were introduced, including paternity leave, compassionate leave and marriage leave.



最佳運動服團隊獎冠軍—順安長者地區中心
Champion of 'Best Sportswear Team Prize' – Shun On District Elderly Community Centre

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。

Our staff are regarded as valuable assets and intimate partners of the Agency, and we are willing to create a delightful workplace with mutual care for staff.

2012-2013 培訓統計 (截至 2013 年 3 月 31 日) Training Statistics (as at 31st March, 2013)

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	2
香港中文大學 The Chinese University of Hong Kong	4
香港理工大學 The Hong Kong Polytechnic University	11
香港城市大學 City University of Hong Kong	7
香港浸會大學 Hong Kong Baptist University	1
其他 Others	5

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	234
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	120
各大學及專上學院舉辦之講座 Seminar / Workshop organised by universities / training institutions	56
醫院舉辦之研討會 Workshop organised by hospitals	32
本會舉辦之講座及研討會 Lecture / Workshop organised by the Unit	1,433
其他 Others	103