



員工關係與發展

Staff Relations and Development

基督教家庭服務中心一向抱持重視家庭、專業服務、完善管理、力求創新的原則和價值觀發展服務。本會人力資源部一方面配合機構發展，另一方面亦考慮員工之家庭責任及個人需要，積極地為員工提供多元化之專業培訓及員工關愛活動，並適時地優化人力資源政策，務求讓員工能體驗生活與工作平衡，更投入工作，與本會共同努力，提供優質服務予服務使用者。

Christian Family Service Centre holds the principles and values of Family First, Professional Service, Excellent Management and Innovation. 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 and staff engagement activities, we also implement timely excellence in human resources policy in order to enable staff to enjoy the work-life balance and commit to work together with the Agency in the provision of quality services to our service users.



獎項及約章

本會被提名參與由家庭議會舉辦兩年一度之「家庭友善僱主獎勵計劃」，並榮獲「機構組」的3大獎項，包括：「2013/14年度傑出家庭友善僱主」、「2013/14年度家庭友善創意獎」及「特別嘉許」獎，以表揚本會重視家庭友善精神、致力推行相關政策 / 措施及本會相關活動之創意。

此外，本會亦參加了2013-14年「有能者·聘之約章」及共融機構嘉許計劃成為「僱主機構」。除了按公平及公正招聘原則聘用殘疾人士，本會亦推行相關措施，協助殘疾人士就業及發揮潛能，全面融入社會。



總幹事郭烈東先生代表接受「2013 / 14年度傑出家庭友善僱主」獎項。
CFSC was awarded the '2013/14 Distinguished Family-Friendly Employers'.

員工培訓及發展

人力資源部一培訓組繼續每月安排不同內部培訓予各職級員工，當中包括新員工迎新日、職安健、工作技能、軟性技巧及專業課程。課程內容包括：顧客服務、投訴處理、食物安全、急救、足患護理、帶領小組 / 活動技巧、普通話、流程管理、領導技巧、演說技巧、正向心理學、Myers-Briggs Type Indicator (MBTI)、危機事故壓力處理、敘事治療、多元家庭小組、精神健康等。於本年度，共有833人次參加有關內部培訓。

Awards and Charter

We were nominated to participate in the biennial 'Family-Friendly Employers Award Scheme' organised by the Family Council, and was awarded 3 prizes in the 'Organisations Category', including '2013/14 Distinguished Family-Friendly Employers', '2013/14 Award for Innovation' and 'Special Mention' in recognition of the Agency's demonstration of family-friendly spirit as well as commitment and innovation in implementation of relevant policies / measures.

Besides, we also participated in the 2013-14 'Talent-Wise Employment Charter and Inclusive Organisations Recognition Scheme' as 'Employer Organisation'. In addition to employing people with disabilities in a fair and equitable principle, the Agency has also introduced measures to enhance the employment opportunities of people with disabilities, assist them to unleash their potential and fully integrate into society.



本會於「家庭友善僱主獎勵計劃」榮獲3大獎項。
CFSC was nominated to participate in 'Family-Friendly Employers Award Scheme' and awarded 3 prizes.

Staff Training and Development

Our Training Unit continued to organise various internal training programmes to different levels of staff every month, including New Staff Orientation, Occupational Safety and Health training, job-related skills courses, soft skills training and professional training. They included customer service, complaint handling, food safety, first aids, podiatry training, programme delivering skills, Putonghua, process management, leadership skills, presentation skills, positive psychology, Myers-Briggs Type Indicator (MBTI), Critical Incident Stress Management (CISM), narrative training, multiple family group approach, mental health training, etc. There were a total of 833 attendances in this year.

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，員工接受外間培訓，可申請不同的進修假期及培訓津貼；與此同時，機構亦資助員工參加國際會議及海外考察團，讓員工擴闊眼界，多了解社會服務的發展。為鼓勵員工積極參與培訓活動及培養持續學習文化，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。本年度共有132位服務及支援員工和86位管理及專業員工獲頒發金、銀及紅星證書。

此外，為了加強新員工對本會的歸屬感，培訓組特別成立「CFSC Buddy」小組，讓新員工可透過此平台分享生活及工作上的樂事及困難。培訓組又舉辦活動及探訪新員工，促進聯繫及聽取他們的心聲，以表達關懷。

護理服務招聘日及就業培訓計劃

眾所周知，護理服務前線照顧職位一向人手短缺，業界均面對嚴峻之招聘困難。為了增聘人手，保持服務質素，本會於2013年11月舉行大型護理服務招聘日活動，是次活動非常成功，本會即時填補了20多個職位空缺。

除了招聘有工作經驗人士外，本會亦在招聘日推出「護理服務就業培訓計劃」，吸納沒有接受培訓及相關工作經驗但有意加入行業服務社群之人士入職。本會為獲聘人士提供完善之在職培訓計劃，培訓分初階及進階兩部分，分別在入職及工作半年後進行，內容涵蓋甚廣，包括：照顧員角色、基本醫護知識、個人護理技巧、職業安全、藥物處理、食物營養、常見精神問題及行為處理、被動運動、預防跌倒、感染控制及人際關係等不同範疇。表現優秀者更可獲得海外學習及全數資助修讀保健員課程之機會。

In addition to internal training, the Agency also encourages staff to enrol in external training. Staff 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 and to foster a continuous learning culture, the Agency established a 'Staff Training Award Scheme'. Certificates will be presented to the staff who can achieve the target training hours. This year, a total of 132 servicing and supportive staff as well as 86 managerial and professional staff were awarded the Gold, Silver and Red Star Certificates.

Besides, in order to engage new staff and to strengthen their sense of belonging to the Agency, our Training Unit organised a 'CFSC Buddy' group, which aims to create a platform for new staff to share their happiness and difficulties in daily life and work. We also organised programmes and visits so as to enhance their internal network and deliver our care to them.

Recruitment Day and 'Employment cum On-the-job Training Programme' for Care Staff

As we all know, frontline care staff has long been in shortage and NGOs are facing desperate recruitment difficulties. In order to recruit more staff to maintain our quality service, the Agency held a large scale care staff Recruitment Day in November 2013. It had been a great success and we filled more than 20 vacancies in the event.

Apart from recruiting people with relevant working experience, we launched the 'Employment cum On-the-job Training Programme' for Care Staff in attracting untrained and inexperienced people but willing to serve the community to join us. A comprehensive on-the-job tailor-made training programme, divided into elementary and advanced levels, was provided to them at the very beginning and after their 6 months' service respectively. The training programme covered a wide range of topics, including roles of care staff, basic knowledge of health care, personal care skills, occupational safety, drug treatment, nutrition, common mental health problems and behavioural treatment, passive exercise, fall prevention, infection control and interpersonal skill, etc. Outstanding staff will be granted opportunities of overseas training and full subsidies in health worker course.

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彼此認識及聯繫，藉以增強員工對機構之歸屬感。

在去年5月機構的顧客服務月中，人力資源部配合活動主題「多元服務·專注為您」特別為員工舉辦了具創意及窩心的「『專注為您』之 Make a Wish」活動。活動中，人力資源部派員親身為服務單位達成願望，包括：到偏遠之天水圍服務單位，為員工送上愛心蛋糕及精心設計之心意咭，並跟員工玩有獎遊戲；為服務單位舉行團隊建立活動及協助單位為服務使用者進行活動。有關活動能讓員工深切體會機構對他們的關懷。

為增強員工的凝聚力，人力資源部定期舉辦「午間資訊站」活動，於午膳時間設立攤位遊戲，為員工提供有關人力資源及員工培訓的最新資訊，以及解答相關問題。「午間資訊站」活動主題多樣化，亦會配合其他員工關愛活動及節慶日子舉行，主題如「迎新年」、「勁喝勁飲大賽」及「勞工法例及CFSC人力資源政策知多啲！」等，每次均有逾130名員工參加，場面熱鬧，現已成為員工熱切期待的活動。



午間資訊站攤位遊戲
Lunchtime Information Station Activity

Staff Engagement Activities

Regular staff engagement activities are organised to enhance the understanding and relationship of staff in different service units so as to strengthen their sense of belonging to the Agency.

In May 2013, our Human Resources Department echoed the theme of the Agency's Customer Service Month, 'Multi-services – Focus on You' in launching a creative and heart-warming activity, namely 'Focus on You – Make a Wish'. Our Human Resources Department made unit wishes come true by delivering a cake with love and self-designed greeting card in person to a unit far away at Tin Shui Wai and playing games with staff there; holding a unit team-building activity and giving a hand in a programme for service users. The activities deeply impressed the staff and care of the Agency was appreciated.

To enhance the cohesion, Human Resources Department regularly organises 'Lunchtime Information Station' activities to play games, provide latest information and answer staff enquiries about human resources and training during lunchtime. Contents of 'Lunchtime Information Station' were diversified and would align with themes of other staff engagement activities and festivals, such as 'Celebrating Chinese New Year', 'Soft-Drink Drinking Contest', and 'Learning more about Employment Ordinance and CFSC Human Resources Policies!', etc. Over 130 staff visited the station every time and numbers of participants were increasing. Now it becomes an activity which staff eagerly awaited for.



周年聚餐為機構60周年活動揭開序幕。
Staff Annual Dinner was a prelude to lots of coming activities for the Agency's 60th Anniversary.

本會亦十分支持職員會舉辦多采多姿的員工活動。本年度，職員會舉辦了多項活動，包括郊遊、生態旅遊、室內野戰、甜品製作班及周年聚餐等，部分活動更歡迎員工家屬參加，去年參加職員會活動的員工及家屬總人次高達1,085。其中，周年聚餐更是職員會活動的重頭戲，超過本會一半的員工，共613人出席，聚餐主題為「Try to Remember」，讓員工一同回顧本會昔日的珍貴片段，又鼓勵員工穿著懷舊服飾出席聚餐，並選出多個獎項，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。是次聚餐亦是本會60周年誌慶活動之序幕，往後本會還有一系列精彩的慶祝活動呢！

此外，職員會轄下的籃球隊每年均會參加「社工盃」籃球比賽，而職員會亦會津貼員工參加馬拉松活動，包括社福界盛事「同行共跑—社工日（香港）2014」長跑比賽。本會期望透過各類型有益身心的活動，輕鬆的群體生活，可使員工身心健康，並增進員工間的合作關係及對本會的歸屬感。



職員會樹屋田莊之旅
Staff Association Activity – Tree Top Cottage

The Agency gives full support to our Staff Association in organising a wide range of staff activities. A lot of diversified activities were held during the year, including outing, eco-tour, indoor war game, dessert cooking class and Staff Annual Dinner. The number of participants, including staff and their family members, reached 1,085 this year. Of which, over half of our staff, in a total of 613, joined the highlight of staff activities, Staff Annual Dinner in January 2014. The theme of the Dinner was 'Try to Remember' and staff recalled precious collective memories of the Agency. Furthermore, several prizes were awarded to encourage staff to wear retro clothing and talent shows were performed by our staff that night. Our Board Members, senior management and the staff mingled with each other for a night of pleasure. The dinner was a prelude to lots of coming activities in celebration for the Agency's 60th Anniversary.

In addition, the basketball team of Staff Association participates in the 'Social Worker Cup' basketball tournament every year. The Staff Association also subsidises staff to join Marathon every year, including the renowned NGO event of long-distance running tournament, 'Running Together – Social Work Day (HK) 2014'. It is hoped that through such healthy collective participation, staff will be healthier and work happier together in their daily collaboration and sense of belonging to the Agency can also be enhanced.



海下灣海岸公園生態之旅
Hoi Ha Wan Marine Park Eco-Tour

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 2013 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。

而為獎勵在會工作多年緊守崗位的員工，本會每年均會在周年大會頒發「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 81 位員工獲獎，當中包括 10 年獎 18 位、15 年獎 52 位、20 年獎 8 位、25 年獎 2 位及 30 年獎 1 位。

生活與工作平衡

本會向來重視員工的身心健康，所以自 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 2013 年 10 月 21 至 25 日舉行「生活與工作平衡周」活動，以「養生·養心」為主題，鼓勵員工關顧個人身心健康。活動期間，為員工舉辦多項活動：包括「健」「美」食品烹飪大賽、「中醫保健及情緒管理」講座及「果」然有「營」急口令大賽。

除推行彈性工作時間政策外，本會將持續檢討福利政策，亦期望透過福利之改善，讓員工體驗機構一貫重視員工，關愛其家庭之價值觀，除侍產假、體恤假及婚假外，由 2014 年 1 月 1 日起，本會為員工增設節日假。

以上種種均體現機構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。

In order to comprehend with the satisfaction level and expectations of staff and to enhance their sense of belonging, we conducted an anonymous staff satisfaction survey by sending out questionnaires to over 1,000 staff in September 2013. The staff satisfaction survey will be conducted yearly. Results would be analysed and compared so as to make continuous improvements.

To recognise the long commitment and diligence of our staff, 'Long Service Award' would be granted yearly at the Annual General Meeting to pay tribute to the staff contributing silently during the years. 81 staff was granted with the 'Long Service Award' this year, which included 18 staff for 10-Year, 52 staff for 15-Year, 8 staff for 20-Year, 2 staff for 25-Year and 1 staff for 30-Year Award.

Work-life Balance

The Agency highly concerns about staff health. Since 2010, the Agency has committed to organise activities in advocating 'work-life balance' in response to the appeal from the 'Community Business' every year. 'Work-Life Balance Week' activity was held from 21st to 25th October, 2013. The theme of the activity was 'Physical and Mental Wellness' to raise staff's awareness of personal health care. A number of activities were organised during the week, including 'Healthy and Delicious Food Cooking Contest', seminar of 'Health Care in Chinese Medicine and Emotion Management' and 'Fruit is Nutritious' tongue-twister contest.

Apart from implementing flexible working hours, the Agency reviews staff welfare policies continuously and demonstrates our values of caring staff and their families all along by improving staff benefits. In addition to paternity leave, compassionate leave and marriage leave, staff was granted with festival leave with effect from 1st January, 2014.

All of the above manifest that the Agency has regarded our staff as valuable assets and intimate partners of the Agency, and we are willing to create a delightful workplace with mutual care for staff.

2013-2014 培訓統計 (截至 2014 年 3 月 31 日) Training Statistics (as at 31st March, 2014)

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	6
香港中文大學 The Chinese University of Hong Kong	10
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	22

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	241
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	148
各大學及專上學院舉辦之講座 Seminar / Workshop organised by universities / training institutions	93
醫院舉辦之研討會 Workshop organised by hospitals	57
本會舉辦之講座及研討會 Lecture / Workshop organised by the Unit	2,204
其他 Others	62