



# Staff Relations and Development



Christian Family Service Centre has always served the community with a “people-oriented” approach and a focus on family functioning and professional service. We are committed to the continuing improvement of our management and the delivery of innovative services. In alignment with the Agency’s development, Human Resources Department is responsible for recruiting and cultivating talents, while also optimising our human resource policies in a timely manner, and actively providing a range of staff engagement activities in order for our staff to enjoy a healthy work-life balance. This approach allows our staff to remain fully committed in working with the Agency to provide high-quality services to our service users.



For a detailed list of staff members, please refer to the Agency's website



## Staff Orientation and Development

This year, Human Resources Department continued to provide our staff members with diverse orientation activities and learning opportunities, in line with the Agency's development. This enables us to promote a culture of continuous learning and encourage our staff members to pursue further studies. We have organised different orientation activities and training courses to promote their skills at work and management capabilities, as well as their physical and mental health.

Following a pilot project in the previous year, the "Mentoring Programme" was fully implemented in August 2022, with around 30 new mentees successfully matched with their mentors. Through the programme, our new staff members are guided to develop their work goals, integrate with the team and adapt to the Agency's culture. Mentors also share their experiences, which helps their mentees expand their horizons while ensuring that they receive the necessary emotional support. The programme also aims to enhance our staff's resilience and problem-solving abilities, while providing them with the appropriate support to overcome various challenges.

To allow the staff members to deepen their understanding of our service units and promote cross-functional collaborations, our Human Resources Department regularly arranges them to visit various service units. The "CFSC Study Tour" is an event that our staff look forward to every year. By visiting other service units, staff members can understand CFSC's different service units, while interacting and building connections with their colleagues working in those units, thereby creating synergy.



Staff members could improve their eloquence and presentation skills, through interactions and practice in our Master of Ceremonies Workshop.



Outstanding staff members were awarded Gold Star Certificates (Management and Professional Staff) under the 2022-2023 Staff Training Incentive Scheme.



Our Occupational Safety and Health Course helped to improve our staff members's safety awareness, which in turn reduced the number of accidents and enhanced their work efficiency.



The "Project Management and Agile Practice Workshop" improved our managers' skills in foresight, so that they could systematically take into account the areas that were relevant to the project.





The “CFSC Study Tour” allowed staff members to visit various service units, which helped to deepen their understanding of the Agency’s different service units and promoted teamwork.



## Staff Scholarship

The Agency established the “Staff Scholarship” over a decade ago, with the aim of encouraging our staff members to engage in continuous learning and to provide incentives for good performance at work. In the year 2022/2023, the Agency awarded HK\$150,000 in scholarships to 6 outstanding staff members, which were presented to them at the Annual General Meeting.



Scholarships were awarded at the Annual General Meeting to provide financial aid to outstanding employees, encouraging them to continue their studies.

## Awards and Commendations

The Agency was again commended by the Employees Retraining Board (ERB) as one of the “Manpower Developers” under the ERB Manpower Developer Award Scheme. We have been a recipient of this award for five consecutive years since 2018. This award recognises the Agency’s efforts and dedication to the promotion of a learning culture, as well as our engagement in resource planning, training and development system and performance management.

In addition, we were recognised by the Qualifications Framework (QF) as one of the “QF Star Employers” this year. Our Agency has made good use of the tools and supporting mechanisms of the QF to enhance the quality of our human resources.



We had successfully passed the evaluation by the Employees Retraining Board and had been recognised as a “Manpower Developers” for the fifth consecutive year.



We had been honoured as a “QF Star Employers” by the Qualifications Framework.

## Staff Engagement Activities

We continued to organise a series of staff engagement activities this year. For example, we held the “Work-Life Balance Activity 2022”, with the aim of reminding our staff to pay attention to their work-life balance. In addition, Human Resources Department worked to promote green and low-carbon lifestyle habits. The “Get to Know and Enjoy a Low-Carbon Lifestyle” quiz game was well-received by our staff members, with many of them participating. We also presented our staff members with special gifts of frosted glass water bottles, in order to remind them to drink more water and bring their own water bottles to work, showcasing our care for our staff members’s health as well as our commitment to environmental protection.



Small gifts were prepared and given to staff members, as a way to boost morale and show our appreciation for their work.

Work-Life Balance Activity 2022

## Training Statistics 2022-2023 (as of 31<sup>st</sup> March 2023)

### Internship Opportunities for Students of Tertiary Institutions



43

Social Work Students

12

Environmental Science Students

15

Traditional Chinese Medicine Students

24

Others

### Staff Training Activities (Attendance)

903

Training courses, seminars and workshops organised by tertiary institutions and other social service organisations



2,292

Seminars and workshops organised by the Agency



409

Courses and workshops organised by hospitals, the Social Welfare Department and other government departments



1,129

Others