

員工關係與發展

Staff Relations & Development



基督教家庭服務中心以追求更美好的生活及家庭、友善社區、公平社會、可持續環境為目標。人力資源部一方面配合機構發展，另一方面亦考慮員工之個人及家庭需要，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。

The social goals of Christian Family Service Centre are Better Life Better Families; Friendly Community; Fair Society; and Sustainable Environment. In addition to aligning with the development of the Agency, our Human Resources Department takes favourable consideration of staff's personal and family 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.

長者服務之護理員招聘日

隨着社會進步，人們生活水平提升，護理服務前線照顧的人手非常短缺，業界均面對嚴峻之招聘困難。為了增聘人手，保持服務質素，本會增撥資源，參與外間團體之照顧員培訓計劃，並舉辦招聘會，期望能吸納不同年齡層的有工作經驗人士，或沒有培訓及相關工作經驗，但有志加入行業服務社群之人士入職本會工作，本會會為他們提供在職培訓，使他們勝任照顧工作。

本會於 2015 年 3 月聯同職業訓練局及勞工處舉辦護理員招聘日活動，是次活動非常成功，本會共面見了 46 位應徵者，並即時填補了一些職位空缺。部分合資格之獲聘人士更獲安排於工作時間內接受職業訓練局之保健員培訓。

Job Fair for Care Staff in the Elderly Care Services

With the advancement of the society and better living standard, frontline care staff shortage is unbearable and NGOs are facing desperate recruitment difficulties. In order to recruit more staff to maintain our quality service, the Agency allocated additional resources to join care staff training programme of external party and held job fairs to attract people in different ages, those with relevant working experience as well as inexperienced people willing to serve the community to join us. The Agency would provide on-the-job training to the new join staff to ensure that they can take up caring duties properly.

The Agency, in collaboration with Vocational Training Council (VTC) and Labour Department, held a job fair in March 2015. It had been a good success and we interviewed 46 candidates in total and filled some of our vacancies. Some eligible new join staff have also been sent to attend the health worker training organised by VTC during their working hours.

員工培訓及發展

在員工培訓及發展方面，人力資源部——培訓組繼續每年以不同形式進行員工培訓需求調查，致力為員工安排優質培訓，配合機構策略方向及提升服務質素。培訓組每月安排不同類別的培訓予各職級的員工參與，當中包括新同工迎新活動、處理刁難人士、處理服務使用者暴力事故、演說技巧、講故事技巧、長者足患護理、普通話及電腦課程、營養講座與專題探討等。除了邀請外間的培訓機構擔任導師外，本會的管理及專業員工也會擔當導師的角色，分享及傳授知識，包括裝修工程介紹會、考績評核及 Sharing on INSEAD Social Entrepreneurship Programme。此外，為了促進員工對本會的認識，增加歸屬感，培訓組在每年也會組織 CFSC 遊學團，參觀各服務單位。總結本年度，本會共有 686 人次參與各類別的培訓活動。

Staff Training & Development

Regarding staff training and development, our Training Unit continued to use various kinds of methods to conduct staff training needs survey every year in line with the Agency's strategic direction in order to provide high-quality training programmes so as to improve service quality. Various types of training programmes had been organised every month to staff of different levels, including New Staff Orientation, difficult persons handling, non-harmful control and breakthrough training, presentation skills, storytelling skills, podiatry training, Putonghua course, computer course, dietetic talks, etc. In addition to inviting external speakers from other training institutions, our managerial and professional staff also played the role of internal trainers to share their knowledge and skills such as briefing on renovation works, briefing on performance appraisal and sharing on INSEAD Social Entrepreneurship Programme. Moreover, in order to increase our staff's understanding and sense of belonging of the Agency, our Training Unit also arranged internal visit tour to our service units annually. In summary, there were a total of 686 attendances to participate in various training activities in this year.





▲ CFSC 遊學團
CFSC visit tour

▼ 營養講座與專題探討
Dietetic talks



除內部培訓外，機構亦十分鼓勵員工積極參與外界的研討會、講座、專業進修及海外考察團以拓展視野，啟迪思維及了解社會未來的需要。

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 118 位服務及支援員工與 60 位管理及專業員工獲得金、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，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。

為慶祝本會 60 周年，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「專業專注·熱誠服務 60 載」特別為員工舉辦了具創意與紀念意義的活動——「Wanted CFSC」及「『估劃』的那些年」。在「Wanted CFSC」活動中，人力資源部收集了本會舊照片或舊文件等具紀念價值之物品；而「『估劃』的那些年」活動則由員工提供一些兒時或年輕時的舊照供大家猜猜他是誰。這些活動均勾起員工的寶貴集體回憶，給員工留下深刻印象。

Apart from internal training, the Agency also encourages staff to participate in external seminars, talks, professional development courses, oversea study tours and conferences to further broaden their horizon and mindset as well as understand the future needs of the society.

In order to adhere to the continuous learning culture of the Agency and encourage staff to actively participate in training activities, 'Staff Training Award Scheme' was established to present certificates to staff achieving certain training hours. This year, a total of 118 servicing and supportive staff and 60 managerial and professional staff were awarded gold, silver and red certificates. Apart from individual awards, our Training Unit has also presented prizes to service units with the highest participation rates and internal trainers to recognise their participation and contribution.

Staff Engagement Activities

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

To celebrate for the 60th Anniversary of the Agency, our Human Resources Department echoed the theme of the Agency's Customer Service Month, 'Be Professional, Be Focus - Sincere To Serve For 60 Years' in launching some creative and monumental activities in May 2014, namely 'Wanted CFSC' and 'Who Are You?'. Agency memorials such as old photos and documents, etc. were collected in the activity of 'Wanted CFSC' while photos of childhood or youth of staff were provided to guess who they were in the activity of 'Who are you?'. All these activities recalled the precious collective memories of the Agency and deeply impressed the staff.

人力資源部為增強員工的凝聚力，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，如「眾裏尋『它』」尋找 60 周年誌慶之標誌、「假識雙關」為本會人力資源政策問答遊戲，每次活動均有超過 150 名員工參加，場面愈來愈熱鬧，已成為員工熱切期待的活動。



▲ 午間資訊站
Lunchtime Information Station

本會亦十分支持職員會舉辦多采多姿的員工活動。職員會為員工訂製 60 周年紀念風褸，又在年內舉辦多元化的活動，包括有機農莊親子遊、鯉魚門導賞遊、馬卡龍製作班、真皮證件套製作班、Master 5 室內足球活動及周年聚餐，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共達 777 總人次，其中周年聚餐更可說是職員會活動的重頭戲，有超過本會一半的員工，共 672 人出席。聚餐主題為「Exciting Future」，席間選出多個精彩主題才藝表演的獎項，管理層與員工打成一片，渡過了一個歡愉的晚上。

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渣打香港馬拉松及津貼員工和家屬參加社福界盛事「同行共跑——社工日（香港）2015」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，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。

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, such as 'Searching Logos of CFSC 60th Anniversary' and a quiz game of 'CFSC Human Resources Policies - Closely Related to You!'. Over 150 staff visited the station and numbers of participants were increasing. Now it becomes an activity staff eagerly awaited for.



▲ Master 5 室內足球
Master 5 indoor soccer game

The Agency gives full support to our Staff Association. 60th Anniversary commemorative windbreakers were customised in celebrating for the 60th Anniversary of the Agency. In addition, diversified activities were held during the year, including organic farmhouse family tour, Lei Yuen Mun guided tour, macaron cooking class, leather card holder making class, Master 5 indoor soccer game and Staff Annual Dinner. Family members are welcome in some of the activities. The number of participants, including staff and their family members, reached 777 this year. Of which, over half of staff, in a total of 672, joined the highlight of staff activities, Staff Annual Dinner in December 2014. The theme of the Dinner was 'Exciting Future', and several prizes were awarded to staff performing splendid talent shows of the theme. Our Board members, senior management and the staff mingled with each other for a night of pleasure.

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 yearly. Besides, staff and family members were subsidised to join the renowned NGO event of long-distance running tournament, 'Running Together - Social Work Day (HK) 2015'. 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.



2014-2015 培訓統計 (截至 2015 年 3 月 31 日) Training Statistics (as at 31st March, 2015)

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	9
香港理工大學 The Hong Kong Polytechnic University	4
香港城市大學 City University of Hong Kong	23
香港浸會大學 Hong Kong Baptist University	1
其他 Others	17

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	235
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	113
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	39
本會舉辦之講座及研討會 Lecture / Workshop organised by the Unit	1,599
其他 Others	85



▲ 動一動，Fit - Fit 視頻大賽
'Do Exercise and Keep-Fit' Video Contest
◀ 同行共跑—社工日(香港) 2015
Running Together - Social Work Day (HK) 2015

為了解員工對機構的滿意度及期望，增加員工的歸屬感，本會於去年 9 月向會內千多位員工發出問卷，進行了每年一次之不記名的「員工滿意度問卷調查」，並把每年之調查結果分析及比較，以便作出持續之改善。

此外，為獎勵在本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」，向默默貢獻的員工致敬，本年度共有 55 名員工獲獎，當中包括 10 年獎 24 位、15 年獎 14 位、20 年獎 15 位及 30 年獎 2 位。

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，每年響應「社商賢匯」在會內倡導「生活與工作平衡」之概念。本會在 2014 年 10 月 20 至 24 日舉行「生活與工作平衡周」活動，以「健康 Keep-Fit」為主題，鼓勵員工在管理體重時關顧個人健康，在期內為員工舉辦多項活動，包括「動一動，Fit - Fit 視頻大賽」、午間健怡食品烹飪班及「健康 Keep-Fit 挑戰日」活動。

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 yearly anonymous staff satisfaction survey by sending out questionnaires to over 1,000 staff in September 2014. 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. 55 staff was granted with the 'Long Service Award' in year 2014/15, which included 24 staff for 10-Year, 14 staff for 15-Year, 15 staff for 20-Year and 2 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 20th to 24th October, 2014. Theme of the activity was 'Keep Fit Healthily' to raise staff's awareness of health in keeping fit. A number of activities were organised during the week, including a video contest of 'Do Exercise and Keep-Fit', a healthy light food cooking class at lunch time and a 'Healthy Keep-Fit Challenge Day'.

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