

明愛青少年及社區服務

服務質素標準 12

12.4 負責職員轉換通知程序文件

1. 原則

- 1.1 任何職員轉換，無論是已預計的或突發的情況下發生，需在一星期前或合理的最快時間內通知受影響的服務使用者或有關人士。
- 1.2 負責職員需以客觀的立場，向服務使用者解釋轉換職員的原因，及轉介的程序。

2. 程序

- 2.1 服務使用者在下列的情況下，有需要由其他職員跟進：
 - 2.1.1 職員調職/離職/內部職員工作重組
 - 2.1.2 根據服務使用者的特有需要，需由服務單位安排其他合適職員提供服務。
- 2.2 負責職員當遇到以上的情況：
 - 2.2.1 可首先徵詢服務使用者的意見，再與單位主管商量合適的安排。
 - 2.2.2 負責職員須向服務使用者詳細解釋有關轉換職員後，有可能帶來的影響。
 - 2.2.3 服務使用者若拒絕接受安排，職員須向他解釋和提供他可以有的其他選擇，例如在區內外其他提供相關服務的機構資料，或可選擇暫時停止接受服務。
 - 2.2.4 若服務使用者接受轉換負責職員的安排，便可按雙方的協議進行內部轉介。
 - 2.2.5 若服務使用者拒絕接受轉換職員的安排，而選擇暫停接受服務，服務單位須執行退出服務程序的安排（參閱 SQS 10）。

Caritas Youth and Community Service

Service Quality Standard 12

12.4 Notification Procedure of Change of Staff In-Charge

1. Principles

- 1.1 In case of staff change, whether it is planned or happened as emergency, the affected service users/related parties must be informed one week in advance or within the shortest, reasonable time.

- 1.2 The staff in-charge should explain to the service users in an objective manner the reason of staff change and the referral procedures.

2. Procedures

- 2.1 Under the following circumstances, the service users will be followed up by other staff members :
 - 2.1.1 Staff transfer/leave/internal post reorganization
 - 2.1.2 In accordance with specific needs of the service users, the service unit will arrange other appropriate staff to follow up.
- 2.2 When the staff in-charge encounters the above circumstances :
 - 2.2.1 The staff will first consult the service user and discuss with the unit head/Senior Social Work Supervisor of suitable arrangement.
 - 2.2.2 The staff should explain in details to the service user the possible effects of staff change.
 - 2.2.3 If the service user refuses the arrangement, the staff should explain and offer alternative options, such as other organizations in or outside the district that provides the related service, or a temporary suspension of receiving the service.
 - 2.2.4 If the service user accepts the arrangement, an internal referral can be made according to the agreement of both parties.
 - 2.2.5 If the service user refuses the arrangement, and choose to stop receiving the service, the service unit has to carry out the procedures of the user leaving the service. (Please refer to SQS 10.)