

Competencies Construction of In-home Care Service Supervisors in Taiwan

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Abstract

In-home care services providers in Taiwan includes in-home caregivers and home care supervisors (HCS). Despite established competency standards for in-home caregivers, standards for HCS are noticeably absent. We developed a questionnaire regarding the suitability of behavioral indicators in assessing the competency of HCS. Using stratified sampling, we included in-home service organizations from Taiwan in 2022 in the target population and determined the degree of importance that home care managers attributed to behavioral indicators linked to competencies of HCS.

The results revealed a substantial degree of internal consistency for these indicators. Four categories in the revised competency standards for HCS included 12 primary functions and 57 behavioral indicators. Study findings indicated that HCS' roles were more managerial than administrative; further, the planning of supervisory

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tasks was deficient in embracing a comprehensive quality management approach. Recommendations include implementing competency standards for HCS, clarifying their duties/responsibilities, and developing relevant training programs.

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