

Analysis on Level of the of Supervisory Competencies under Taiwan's Long-term Care System

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Abstract

Since establishing the Taiwan Long-term Care 2.0 Program, the quality of service has been uneven due to the lack of systematic supervision. This research focuses on the long-term care supervisor (LCS) position and the construction of the LCS competencies. Firstly, we integrated the concept of supervisory competency. Secondly, we learned about the structure and connotation of supervisory competency through experts' discussion. A total of three focused groups were held.

The research results show that LCS' main job is to maintain a good service relationship and service quality. It is recommended to be further divided into two levels: elementary and advanced.

The development of supervisors requires a systematic training system; thus, this study constructs a PART model of LCS functions. Finally, the PART model and the two-level long-term supervisory duties will be discussed. It is recommended that the government develops training mechanisms and systematic LCS occupational competency standards for each supervisory duty.

Keywords: Long-term Care Service, Supervisor, Supervisory Competencies