

## **A Competency Framework for Community-based Long-term Care Supervisors in Taiwan**

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### **Abstract**

This study aimed to examine the role definition and required competencies of community-based long-term care service supervisors in Taiwan to enhance service quality and offer valuable insights for workforce development in long-term care. First, focus group interviews were conducted to gather data. Second, Delphi technique-based questionnaire surveys were performed, which helped establish the supervisors' competencies and ensured the consistency and completeness of the indicators.

The interviewees suggested that supervisors should act as direct managers of care attendants, overseeing service delivery, maintaining service quality, facilitating interdisciplinary services, and managing entry-level personnel. The job responsibility framework is categorized into three tiers: supervisory services, interdisciplinary coordination, and department management. These include seven key responsibilities, 16 work tasks, and 37 behavioral indicators.

The comprehensive competency framework developed by this study can inform long-term care policy and improve the talent development system within the sector.

**Keywords: Community-based Care, Long-term Care Services, Supervisor, Competencies**