

Service Quality Standard (SQS)

服務質素標準

標準 Standard 4

This folder includes the following documents:

本資料冊載有以下資料：

目 錄	文件編號
1) 政策：所有職員、管理人員、管理委員會和/或理事會或其他決策組織的職務及責任均有清楚的界定	HKCSS/SQS/C.4.00
2) Chart of Committees	HKCSS/SQS/C.4.01
3) The Executive Committee (EXCO) of HKCSS	HKCSS/SQS/C.4.02
4) Terms of Reference (EXCO)	HKCSS/SQS/C.4.03
5) The Committee List (EXCO)	HKCSS/SQS/C.4.04
6) Terms of Reference of Standing & Specialized Committees & Information Technology Business Committee	HKCSS/SQS/C.4.05
7) Staff Structure	HKCSS/SQS/C.4.06
8) Organization Chart	HKCSS/SQS/C.4.07
9) Staff Chart	HKCSS/SQS/C.4.08
10) Staff Job Description	HKCSS/SQS/C.4.09
11) Senior Staff List	HKCSS/SQS/C.4.10
12) Constitution, HKCSS	HKCSS/SQS/C.1.03

香港社會服務聯會

服務質素標準 4

所有職員、管理人員、管理委員會
或其他決策組織的職務及責任均有清楚的界定執行單位**1. 政策目的**

- 1.1 確保本會所有職員、管理人員、管理委員會或其他決策組織的職務及責任均有清楚的界定
- 1.2 確保本會職員、會員、服務使用者及公眾均有機會了解本會的組織架構和管理制度

2. 理念

- 2.1 完善的管理方法，有助向服務使用者提供優質的服務
- 2.2 訂立明確的職務及責任，可增加管理效率及避免因職務混淆而浪費人力資源

3. 政策

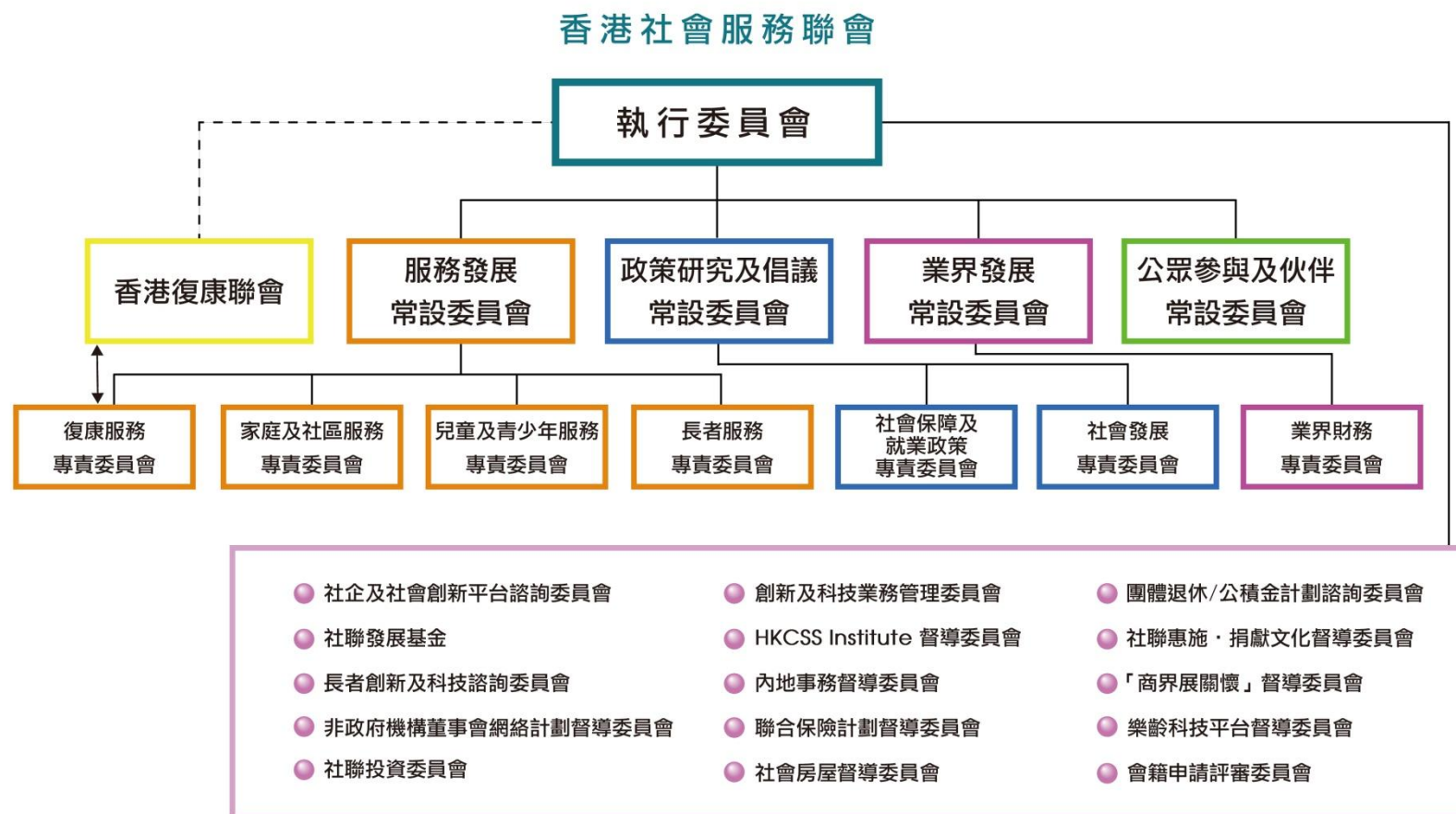
- 3.1 編寫每個職位的職責說明，詳細界定每個工作崗位的職務、責任及問責關係
- 3.2 編寫執行委員會及各專責委員會的職務陳述，訂明各委員會的功能、組成方法、責任及最新委員名單
- 3.3 編製組織架構圖，列出整體組織結構及問責關係
- 3.4 本會職員、委員及會員均有權閱覽上述職責說明

4. 措施

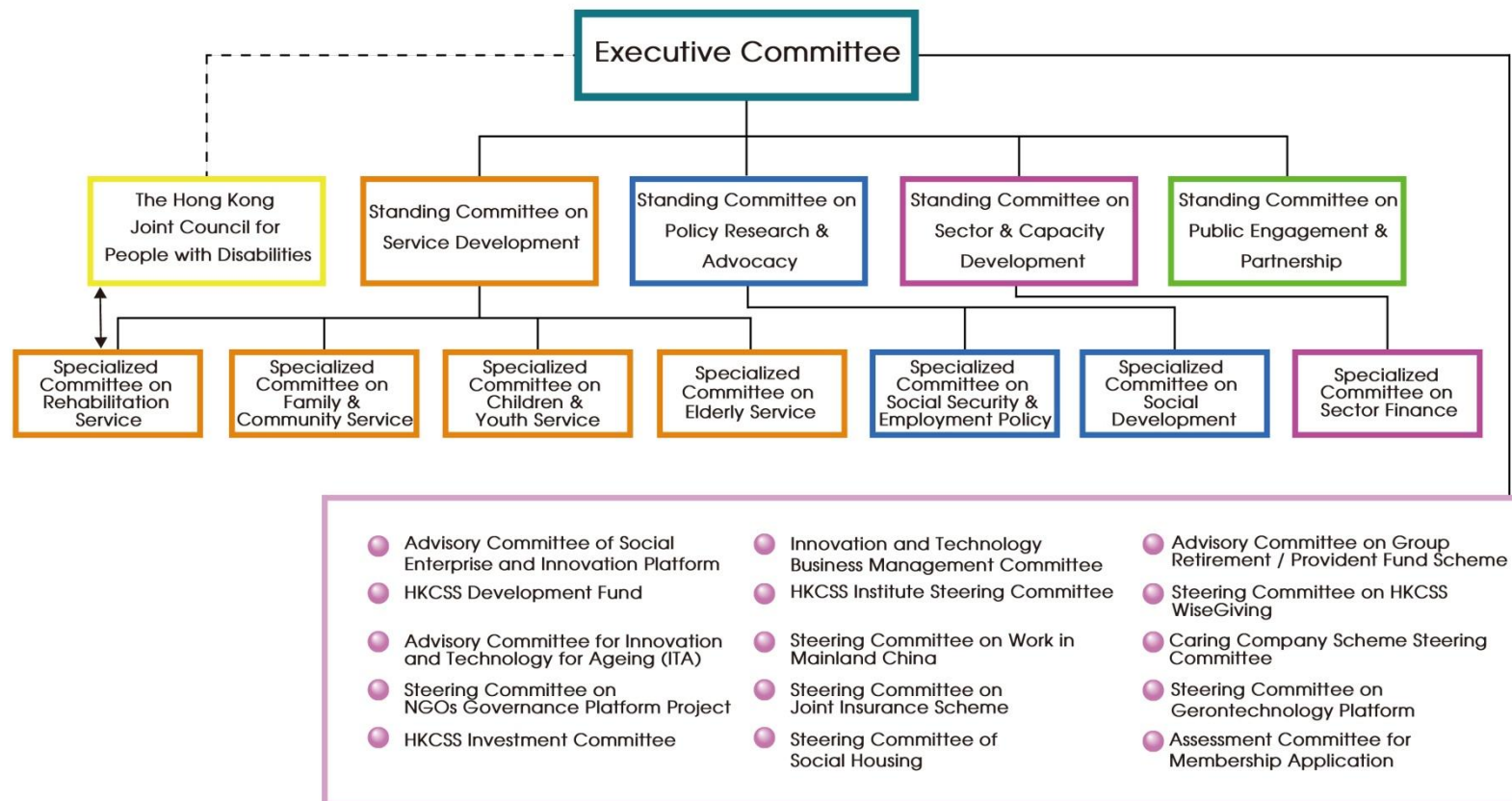
- | | |
|------------------------------------------------------------------|----------------|
| 4.1 行政部負責編寫每個職位的職責說明，並經各業務總監及行政總裁通過落實執行 | 主任(人力資源) |
| 4.2 行政部負責編寫執行委員會的職務陳述，並經行政總裁檢視，再由執行委員會通過落實執行 | 主任(人力資源) |
| 4.3 各業務總監負責編寫各有關專責委員會的職務陳述，並經行政總裁檢視，再由執行委員會通過落實執行 | 主任(人力資源) |
| 4.4 行政部負責編製組織架構圖，並經行政總裁檢視，再由執行委員會通過落實執行 | 主任(人力資源) |
| 4.5 行政部負責將每個職位的職責說明、執行委員會及各專責委員會的職務陳述編入「服務資料套」內，供職員、會員、社會大眾索閱 | 主任(行政) |
| 4.6 公眾參與及伙伴(企業傳訊)負責將組織架構圖、執行委員會及各專責委員會最新的成員名單上載本會網頁，方便會員及公眾下載及閱覽 | 高級經理
(企業傳訊) |

5. 檢討及修訂

此政策於 2001 年 2 月制訂，目的為配合服務質素標準 4 在本會落實執行。本政策文件存放於本會的工作守則內，所有現職或新入職職員均須詳讀及依據有關政策提供服務。本政策及有關內容將適時作出檢討。



The Hong Kong Council of Social Service



1. EXECUTIVE COMMITTEE COMPOSITION

- 1.1 The management and control of the business of the Council shall be vested in an Executive Committee which shall be composed of a maximum number of 30 members comprising:-
- 1.1.1 Up to fifteen persons or not less than half of the total members of the Executive Committee elected from the candidates nominated by Agency Members and Life Members;
 - 1.1.2 The Chairperson of each Standing Committee or his nominee, ex-officio;
 - 1.1.3 Up to nine co-opted members;
 - 1.1.4 One representative from the Hong Kong Joint Council for People with Disabilities;
 - 1.1.5 The Executive Committee may from time to time invite representatives from government departments and relevant organizations to act as observers. For the avoidance of doubt, such representatives are not members of the Executive Committee.
- 1.2 Members elected to the Executive Committee shall hold office for two-year terms or for such period as the Members may decide so arranged that one half of this membership will change each year, with the exception of the first election where half of the elected members, those with a higher number of votes, shall hold office for two years and the other half shall hold a term of office for one year.
- 1.3 No person shall be eligible for election to the Executive Committee for more than two successive terms.
- 1.4 Government observers may be invited to attend meetings of the Executive Committee.
- 1.5 The Chief Executive attends meetings of the Executive Committee as an ex-officio.

2. POWERS OF EXECUTIVE COMMITTEE

- 2.1 The Executive Committee may exercise all such powers as the Council is, by its Constitution, authorized to exercise, and thus has overall responsibility for the planning, management and control of the Council's activities. The Terms of Reference of the Executive Committee had clearly stated the functions and power of the Executive Committee
- 2.2 The powers of the Executive Committee are usually exercised through decisions taken at its formal meetings.
- 2.3 The Executive Committee delegates some of its power to other committees. Details of such delegations are set out in the Decision Chart, shown in appendix 5 of the Staff Manual.
- 2.4 The Executive Committee may from time to time appoint such sub-committees, ad hoc committees or working parties as it considers necessary for securing the efficient discharge of its functions, and may delegate to any such sub-committee, ad hoc committee or working party any of its powers and duties, provided that no delegation made hereunder shall preclude the Executive Committee from exercising or performing or resuming at any time of the powers and duties so delegated.

3. ELECTION PROCEDURES

- The election of members of the Executive Committee shall be conducted in the following manner:
 - i. Every accredited official representative of Agency Members and Life Members shall have the rights to nominate and to elect members of the Executive Committee.
 - ii. Any persons who are current members of the Board or other similar bodies or paid staff of Agency Members and Life Members shall have the rights to be nominated and to be elected as member of the Executive Committee provided that only one person from each Agency Member may be so nominated and elected at the same election
 - iii. Each Candidate for members of the Executive Committee ("the Candidate") shall be nominated by one accredited official representative of Agency Members and one Life Member or two accredited official representatives of Agency Members provided that one of such accredited official representative should come from the Agency Member of which the Candidate belongs and that if the Candidate is nominated by two accredited official representatives, such two accredited official representatives do not come from the same Agency Member.
 - iv. The nomination process shall proceed not less than 6 weeks before the election.
 - v. The candidates who receive most votes must be declared elected and in the case of an equality of votes between the candidates being elected by ballots as representatives of members at the Annual General Meeting, the successful candidate shall be determined by lot drawn by the Chairperson of the meeting.
- A co-opted member shall hold office for two years until the second Annual General Meeting of the Council following the date on which he or she was co-opted for such period as the Members may decide, with the exception of the first election where not more than half of the co-opted members shall hold a term of office for one year.
- Any vacancy occurring in the Executive Committee by reason of death, resignation, disability or disqualification resulting from an elected member ceasing to be an Agency Member may be filled by the Executive Committee, subject to retirement at the same time as originally set for the member in whose place he is appointed.

4. OFFICERS

At its first meeting after any Annual General Meeting of the Council, the Executive Committee shall elect from among their members the following officers who shall hold office until the following Annual General Meeting:-

- a. A Chairperson;
- b. A Vice-chairperson;
- c. An Honorary Treasurer.

5. MEETINGS OF THE EXECUTIVE COMMITTEE

5.1 Meetings and Quorum

- 5.1.1 The Executive Committee may meet together for the dispatch of business. Unless otherwise decided, the Executive Committee shall hold not less than 6 meetings in each year. Six members shall form a quorum.
- 5.1.2 The Chairperson or, in his absence, one of the Vice-chairperson shall preside at meetings of the Executive Committee. If at any meeting of the Executive Committee neither the Chairperson nor a Vice-chairperson is present within 15 minutes after the time appointed for holding the meeting, the members present shall choose someone from their number to be chairperson of the meeting.
- 5.1.3 Formal resolutions at any meeting shall be decided by a majority of votes and in the case of an equality of votes the chairperson of the meeting shall have a second or casting vote.

Notices

- 5.2.1 Unless otherwise agreed by a majority of members, Executive Committee members shall be given 7 clear days notice of meetings. Such notices shall specify the place, the day and the hour of meeting, and notice of the general nature of the business to be transacted.
- 5.2.2 The accidental omission to give any such notice to or the non-receipt of any such notice by any one or more members of the Executive Committee shall not invalidate any resolution passed at any such meeting.
- 5.2.3 The Executive Committee shall cause proper minutes to be made in records provided for the purpose:-
- Of all appointment of sub-committees made by the Executive Committee;
 - Of the names of the members present at each meeting of the Executive Committee and of any sub-committees thereof;
 - Of all resolutions and proceedings at all meetings of the Executive Committee and of its sub-committees.

The Hong Kong Council of
Social Service

Executive Committee

TERMS OF REFERENCE

Executive Committee

Terms of Reference

Functions

1. The Executive Committee shall have the powers to exercise all corporate powers as authorized by Cap. 1057 of 1964 Ed. of the Laws of Hong Kong “the Hong Kong Council of Social Service Incorporation Ordinance”;
2. To interpret the aims, mission and visions of the Council;
3. To formulate development strategies and various policies of the Council;
4. To consider and confirm annual plans and budgets of Core Businesses;
5. To formulate financial policies, consider and confirm audited annual accounts of the Council;
6. To confirm and endorse, if necessary, the position on policy issues of all committees under the Council;
7. To approve and terminate the membership of member agencies;
8. To appoint the Chairperson and members of the Independent Appeal Board on Membership;
9. To appoint and dismiss, if necessary, the Chief Executive of the Council;
10. To monitor the performance of Committees, and to present to members of the Council in the Annual General Meeting annual report and audited annual accounts.

Composition, Chairperson and Term of Office

1. Up to fifteen persons or not less than half of the total members of the Executive Committee shall be nominated and elected by Agency Members and Life Members;
2. Chairpersons or their nominee(s) of the four Standing Committees shall be ex-officio members;
3. Up to nine co-opted members shall be appointed by the Executive Committee;
4. One representative from the Hong Kong Joint Council for People with Disabilities;
5. The Chairperson, Vice-Chairperson and an Honorary Treasurer shall be elected from among the members of the Executive Committee;
6. Elected and co-opted members shall hold office for two-year term;
7. No person shall be eligible for election to the Executive Committee for more than two consecutive terms;

8. Representatives from government departments and relevant organizations may be invited as observers;
9. The Chief Executive and the Business Directors shall be in attendance.

Accountability, Report, Meetings and Standpoints

1. The Executive Committee shall be directly accountable to the Annual General Meeting;
2. The Executive Committee shall submit annual report and audited annual accounts to the Annual General Meeting for endorsement;
3. The Executive Committee shall hold no less than six meetings each year, six members shall form a quorum;
4. The Chairperson of the Executive Committee and the Chief Executive shall be the spokespersons of the Council. In case of major and controversial issues, they shall consult other members of the Executive Committee or member agencies.

THE HONG KONG COUNCIL OF SOCIAL SERVICE
Membership Lists of Executive Committee and Standing Committee 2020/21

Executive Committee

Chairperson

Mr. Bernard CHAN

Vice-Chairperson

Mr. Yvonne CHAK

Mr. Kennedy LIU Tat Yin

Hon. Treasurer

Ms. Elizabeth LAW

Honorary Legal Advisor

Mr. Larry KWOK Lam Kwong

Elected Members

1. Mr. CHAN Kin Hung, Charles
2. Mr. CHAU Yin Ming, Francis
3. Dr. LEUNG Man Fuk, Edward
4. Dr. LUI Wai Ling, Annissa
5. Mr. MAN Hung Yee, Joseph
6. Ms. WONG Sau Wa
7. Prof. LUM Yat Sang, Terry
8. Mr. KWOK Lit Tung
9. Mr. LAI Wing Hoi, Frederick
10. Ms. LEE Yuk Chi, Josephine
11. Ms. SO Yuen Han, Bonnie
12. Ms. WONG Kin Ho, Kathy
13. Ms. YEUNG Kin Ha, Yvonne
14. Ms. YEUNG Yee Ching, Noel

Chairperson of the Standing Committees and the HK Joint Council for People with Disabilities

1. Ms. CHAN Lai Kwan, Queenie
2. Ms. CHAN Chung Ho, Karrie
3. Mr. CHIU Han Man, Raymond
4. Ms. CHAN Ching Yee, Susan
5. Mr. CHEUNG Wai Leung, Benny

Co-opted Members

1. Mr. Kennedy LIU Tat Yin
2. Ms. Elizabeth LAW Kwan Mei
3. Mr. Larry KWOK Lam Kwong
4. Dr. LAM Ching Choi
5. Dr. LUK Che Chung
6. Hon. SHIU Ka Chun
7. Mr. WONG Yuen Shan, Stephen

The Hong Kong Council of
Social Service

*Standing Committees,
Specialized Committees &
Information Technology Business Committee*

TERMS OF REFERENCE

Standing Committee on Service Development

Terms of Reference

Functions

1. To set welfare agenda in response to social needs and advocate for improvement of concerned policies and services;
2. To identify service needs with the Sector and inform the Government, the public and other stakeholders;
3. To initiate and participate in welfare planning, service enhancement and financing to reflect and consolidate views of the Sector, supported by data and analysis on social needs and recommendations on service solutions;
4. To formulate directions and strategies to support & empower users groups to articulate their needs and to participate in enhancing policies and services to address their situations;
5. To promote pioneering and innovative service response together with the Sector to meet the needs, fill service gaps and scale up innovation to create higher social impact;
6. To formulate directions and strategies to promote evidence-based practice and best practice sharing to enhance service quality and effectiveness;
7. To enhance cross-service and multi-disciplinary collaboration in meeting community needs;
8. To foster networking and exchanges with international and regional counterparts for development of local welfare agenda, the application of related international conventions, experience sharing and practice advancement.

Composition, Chairperson and Term of Office

1. Ten members of the Standing Committee shall be nominated and elected by Agency Members and Life Members;
2. Chairpersons of the four service Specialized Committees shall be ex-officio members;
3. Up to two co-opted members shall be appointed by the Standing Committee;
4. The Chairperson and one or two Vice-Chairpersons shall be elected from among the members of the Standing Committee;
5. The Chief Executive and the concerned Business Director shall be in attendance;
6. Elected and co-opted members shall hold office for two-year term;

7. No person representing the same agency shall be eligible for election or co-option to the Committee for more than two consecutive terms;
8. The Committee may fill vacancies occurring in the committee for the remaining term of the posts left vacant.

Accountability, Report, Meetings and Spokesperson

1. The Standing Committee should be directly accountable to, and submit annual work plan to the Executive Committee;
2. The Standing Committee should submit annual report to the Executive Committee;
3. The Standing Committee shall co-ordinate the work plans of various service specialized committees, handle common service planning and development matters, and facilitate specialized committees in understanding and implementing overall development strategies and policies of the Council;
4. The Standing Committee shall hold no less than four meetings each year, one third of the members present will form a quorum;
5. The Chairperson of the Standing Committee and the concerned Business Director and their delegates shall be the spokespersons of the Standing Committee on Service Development. In case of major and controversial issues, they shall consult the Executive Committee, the Executive Committee shall have the power to confirm or override the concerned standpoints.

Standing Committee on Policy Research and Advocacy

Terms of Reference

Functions

1. To set social development agenda and advocate for just and fair social policies and legislations;
2. To formulate directions and strategies for, and co-ordinate the Council's policy and service researches;
3. To monitor and inform the welfare sector and the public of the trends and challenges of social development in Hong Kong;
4. To respond to and monitor the implementation of existing and newly proposed policies and legislations related to social welfare and social development;
5. To formulate directions and strategies to enhance policy makers' and the public's understanding and adoption of recommendations and viewpoints of the Council;
6. To bring in global social development agenda and benchmark international experience for developing local agenda and learning;
7. To promote and monitor the observance of international conventions related to welfare and social development;
8. To scrutinize and, when necessary, follow up on the annual plan and positions of the specialized committees on "social security and employment policy" and "social development".

Scope

Social policies concerning livelihood and social development, include:

- Social welfare policy;
- Health care policy & financing;
- Housing policy;
- Economic policy & public finance;
- Education policy.

Composition, Chairperson and Term of Office

1. Ten members of the Standing Committee shall be nominated and elected by Agency Members and Life Members;
2. Chairpersons of the two Specialized Committees on Social Security & Employment Policy and Social Development shall be ex-officio members;
3. Up to four co-opted members shall be appointed by the Standing Committee;
4. The Chairperson and one or two Vice-Chairpersons shall be elected from among the members of the Standing Committee;
5. The Chief Executive and the concerned Business Director shall be in attendance;
6. Elected and co-opted members shall hold office for two-year term;
7. No person representing the same agency shall be eligible for election or co-option to the Committee for more than two consecutive terms;
8. The Committee may fill vacancies occurring in the committee for the remaining term of the posts left vacant.

Accountability, Report, Meetings and Spokesperson

1. The Standing Committee should be directly accountable to, and submit annual work plan to the Executive Committee;
2. The Standing Committee should submit annual report to the Executive Committee;
3. The Standing Committee shall co-ordinate the work plans of various specialized committees and submit them to the Executive Committee, and facilitate specialized committees in implementing overall development strategies and policies of the Council;
4. The Standing Committee shall hold no less than four meetings each year, one third of the members present will form a quorum;
5. The Chairperson of the Standing Committee and the concerned Business Director shall be the spokespersons of the Standing Committee on Policy Research and Advocacy. In case of major and controversial issues, they shall consult the Executive Committee, the Executive Committee shall have the power to confirm or override the concerned standpoints.

Standing Committee on Sector and Capacity Development

Terms of Reference

Functions

1. To identify and promote agenda to build a sustainable, accountable, efficient and effective sector.
2. To enhance liaison, communication and co-operation among Agency Members.
3. To promote membership development, review membership criteria and update membership status.
4. To monitor policies and practices related to the subvention/funding systems of the Government and other major funders.
5. To identify organizational / capacity building needs of Agency Members, provide support and services and promote joint problem solving.
6. To support, enhance and develop the Sector's capacity in effective and efficient organizational management and service delivery.
7. To support and facilitate the use of information and communication technology by the Sector in organizational management and service delivery.
8. To build platforms and facilitate the Sector's development through exchanges and collaboration with the Mainland and international social sector.

Composition, Chairperson and Term of Office

1. Ten members of the Standing Committee shall be nominated and elected by Agency Members and Life Members;
2. Up to six co-opted members shall be appointed by the Standing Committee;
3. The Chairperson and one or two Vice-Chairpersons shall be elected from among the members of the Standing Committee;
4. The Chief Executive and the concerned Business Director shall be in attendance;
5. Elected and co-opted members shall hold office for two-year term;
6. No person representing the same agency shall be eligible for election or co-option to the Committee for more than two consecutive terms;
7. The Committee may fill vacancies occurring in the committee for the remaining term of the posts left vacant.

Accountability, Report, Meetings and Spokesperson

1. The Standing Committee should be directly accountable to, and submit annual work plan to the Executive Committee;
2. The Standing Committee should submit annual report to the Executive Committee;
3. The Standing Committee shall hold no less than four meetings each year, one third of the members present will form a quorum;
4. The Chairperson of the Standing Committee and the concerned Business Director shall be the spokespersons of the Standing Committee on Sector Development. In case of major and controversial issues, they shall consult the Executive Committee, the Executive Committee shall have the power to confirm or override the concerned standpoints.

Standing Committee on Public Engagement and Partnership

Terms of Reference

Functions

1. To formulate directions and strategies to promote partnership of the Council and the Sector with other professional & third sector organizations, and the government in enhancing social welfare development;
2. To provide platform for the public, including business, professional and philanthropic sectors, to give inputs in the social agenda setting process;
3. To nurture buy-in and supports from business, professional and philanthropic sectors to the social agenda and services;
4. To formulate directions and strategies to build a caring and sustainable society through advancing corporate social responsibility practices and philanthropy;
5. To promote public understanding of social welfare services and image of the Council and the Sector to strengthen public support;
6. To enhance Non-Government Organizations (NGOs) accountability and transparency to strengthen public trust;
7. To enhance public education and engagement towards building a caring and inclusive society.

Composition, Chairperson and Term of Office

1. Ten members of the Standing Committee shall be nominated and elected by Agency Members and Life Members;
2. Up to six co-opted members shall be appointed by the Standing Committee;
3. The Chairperson and one or two Vice-Chairpersons shall be elected from among the members of the Standing Committee;
4. The Chief Executive and the concerned Business Director shall be in attendance;
5. Elected and co-opted members shall hold office for two-year term;
6. No person representing the same agency shall be eligible for election or co-option to the Committee for more than two consecutive terms;
7. The Committee may fill casual vacancies occurring in the committee for the remaining term of the posts left vacant.

Accountability, Report, Meetings and Spokesperson

1. The Standing Committee should be directly accountable to, and submit annual work plan to the Executive Committee;
2. The Standing Committee should submit annual report to the Executive Committee;
3. The Standing Committee shall hold no less than four meetings each year, one third of the members present will form a quorum;
4. The Chairperson of the Standing Committee and the concerned Business Director shall be the spokespersons of the Standing Committee on Partnership and Public Engagement. In case of major and controversial issues, they shall consult the Executive Committee, the Executive Committee shall have the power to confirm or override the concerned standpoints.

THE HONG KONG COUNCIL OF SOCIAL SERVICE

Specialized Committees on Family and Community Service / Children and Youth Service / Elderly Service / Rehabilitation Service *

Terms of Reference

Functions

1. To participate in the policy formulation and planning of Family and Community Service / Children and Youth Service / Elderly Service / Rehabilitation Service*;
2. To co-ordinate Family and Community Service / Children and Youth Service / Elderly Service / Rehabilitation Service* and reflect the views and needs of service agencies and users;
3. To assess the needs for Family and Community Service / Children and Youth Service/ Elderly Service / Rehabilitation Service*, and inform the Government, member agencies and the public of the needs;
4. To compile and analyse data on Family and Community Service / Children and Youth Service / Elderly Service / Rehabilitation Service*;
5. To conduct review on Family and Community Service / Children and Youth Service/ Elderly Service / Rehabilitation Service*, promote evidence-based researches and assess the effectiveness of services;
6. To provide forum for agencies providing Family and Community Service / Children and Youth Service / Elderly Service / Rehabilitation Service* to share experience and to recommend good practices;
7. To promote pioneering and innovative services in Family and Community Service / Children and Youth Service / Elderly Service / Rehabilitation Service* together with service agencies;
8. To form partnership with concerned groups and organizations.

Composition, Chairperson and Term of Office

1. Sixteen members shall be nominated and elected by Agency Members which provide or participate in Family and Community Service / Children and Youth Service / Elderly Service / Rehabilitation Service*;
2. Not more than four co-opted members shall be appointed by each specialized committee;
3. The Chairperson and one or two Vice-Chairpersons shall be elected from among the members of the respective service specialized committees;
4. Business Director, Service Development shall be in attendance;
5. Elected members and co-opted members shall hold office for two-year term;**
6. No person representing the same agency shall be eligible for election (or cooption) to the Committee for more than 2 consecutive terms;
7. The Committee may fill vacancies occurring in the Committee for the remaining term of the posts left vacant.

Accountability, Report, Meetings and Spokesperson

1. The Specialized Committee shall, through the co-ordination of the Standing Committee on Service Development, be accountable, and submit annual work plan to the Executive Committee;
2. The specialized committees shall submit annual report to the Executive Committee through the Standing Committee on Service Development;
3. Chairpersons of specialized committees shall be ex-officio members of the Standing Committee on Service Development, so as to enhance the integration of different services, promote the development and coordination of various services, and assist the Standing Committee in implementing overall development strategies and policies of the Council;
4. The specialized committees shall hold no less than 4 meetings each year, one third members present will form a quorum;
5. Chairpersons of the specialized committees and the concerned Business Director and their delegates shall be the spokespersons of the respective specialized committees. In case of major and controversial issues, they shall consult the Executive Committee, the Executive Committee shall have the power to confirm or override the concerned standpoints.

** The election of the Specialized Committee on Rehabilitation Service will be jointly held with the Management Committee of The Hong Kong Joint Council for People with Disabilities, the above terms of reference and composition of committee will only be served as part of the reference for the election.*

*** In the first election, half of the elected members with higher numbers of votes shall hold office for two-year term, and the other half for one-year term. In line with the same principle, half of the co-opted members shall hold office for two-year term and the other half for one-year term.*

THE HONG KONG COUNCIL OF SOCIAL SERVICE

Specialized Committee on Social Security and Employment Policy

Terms of Reference

Aims

To promote and contribute to the continuous development and improvement of social security and employment policies and programmes in Hong Kong.

Functions

1. To promote researches related to social security, employment and poverty, collect data and analyze the trends;
2. To advocate for the formulation and implementation of policies and measures related to social security and employment;
3. To formulate directions and strategies to enhance policy makers' understanding of and acceptance to Council's recommendations and viewpoints on social security and employment;
4. To monitor the implementation and evaluate the impact of related policies and measures.

Scope

Major issues related to social security and employment policy, include:

- Retirement, unemployment, disability protection;
- Measures to enhance employment of CSSA and disadvantaged groups;
- Employment, vocational training and manpower development;
- Poverty.

Composition, Chairperson and Term of Office

1. Six members of the Specialized Committee shall be nominated and elected by Agency Members and Life Members;
2. Not more than two co-opted members shall be appointed by the Specialized Committee;
3. The Chairperson and one or two Vice-Chairpersons shall be elected from among the members of the Specialized Committee;
4. The Business Director of Policy Research and Advocacy shall be in attendance;
5. Elected and co-opted members shall hold office for two-year term*;
6. No person representing the same agency shall be eligible for election or co-option to the Committee for more than 2 consecutive terms;

7. The Committee may fill vacancies occurring in the committee for the remaining term of the posts left vacant.

Accountability, Report, Meetings and Spokesperson

1. The Specialized Committee shall be directly accountable to, and submit annual work plan to the Standing Committee on Policy Research and Advocacy;
2. The Specialized Committee shall submit annual report to the Executive Committee through the Standing Committee on Policy Research and Advocacy;
3. The Specialized Committee shall hold no less than 4 meetings each year, one third members present will form a quorum;
4. The Chairperson of the Specialized Committee and the concerned Business Director shall be the spokespersons of the Specialized Committee. In case of major and controversial issues, they shall consult the Standing Committee on Policy Research and Advocacy or the Executive Committee, the Executive Committee shall have the power to confirm or override the concerned standpoints.

** In the first election, half of the elected members with higher numbers of votes shall hold office for two-year term, and the other half for one-year term. In line with the same principle, half of the co-opted members shall hold office for two-year term and the other half for one-year term.*

THE HONG KONG COUNCIL OF SOCIAL SERVICE

Specialized Committee on Social Development

Terms of Reference

Aims

To conduct researches, collect data, analyze trends and make recommendations related to the social development of Hong Kong.

Functions

1. To formulate directions and strategies for the collection of data and analysis of trends related to local social development;
2. To update the Social Development Index and the Social Development Indicator System regularly;
3. To formulate recommendations for the improvement of policies and measures for enhancing social development and people's quality of life, with reference to the Social Development Index;
4. To formulate directions and strategies for the establishment of data bank on community and various population groups;
5. To monitor and evaluate the implementation and the impact of policies and measures related to social development;
6. To recommend directions and strategies to enhance policy makers' understanding of and acceptance to Council's recommendations and viewpoints on social development.

Scope

Social development and the development of individual population groups, include :

- Development of the third sector and community building;
- Sustainable development;
- Social capital;
- Family policy;
- Gender equality.

Composition, Chairperson and Term of Office

1. Six members of the Specialized Committee shall be nominated and elected by Agency Members and Life Members;
2. Not more than two co-opted members shall be appointed by the Specialized Committee;
3. The Chairperson and one or two Vice-Chairpersons shall be elected from among the members of the Specialized Committee;
4. The Business Director of Policy Research and Advocacy shall be in attendance;
5. Elected and co-opted members shall hold office for two-year term*;
6. No person representing the same agency shall be eligible for election or co-option to the Committee for more than 2 consecutive terms;
7. The Committee may fill vacancies occurring in the committee for the remaining term of the posts left vacant.

Accountability, Report, Meetings and Spokesperson

1. The Specialized Committee shall be directly accountable to, and submit annual work plan to the Standing Committee on Policy Research and Advocacy;
2. The Specialized Committee shall submit annual report to the Executive Committee through the Standing Committee on Policy Research and Advocacy;
3. The Specialized Committee shall hold no less than 4 meetings each year, one third members present will form a quorum;
4. The Chairperson of the Specialized Committee and the concerned Business Director shall be the spokespersons of the Specialized Committee. In case of major and controversial issues, they shall consult the Standing Committee on Policy Research and Advocacy or the Executive Committee, the Executive Committee shall have the power to confirm or override the concerned standpoints.

** In the first election, half of the elected members with higher numbers of votes shall hold office for two-year term, and the other half for one-year term. In line with the same principle, half of the co-opted members shall hold office for two-year term and the other half for one-year term.*

THE HONG KONG COUNCIL OF SOCIAL SERVICE

Specialized Committee on Sector Finance

Terms of Reference

Functions

1. To formulate and recommend directions and strategies for the improvement of funding policies and measures of the government;
2. To communicate with government, concerned funders and foundations for advocating enhancement of funding policies for sustainable development of the sector;
3. To monitor and evaluate the implementation and impact of funding policies and measures of government, concerned funders and foundations related to the sector;
4. To review and advocate other issues that related to sector finance.

Composition, Chairperson and Term of Office

1. Twelve members shall be nominated and elected amongst Agency Members;
2. Not more than four co-opted members shall be appointed by the Specialized Committee;
3. The Chairperson and one or two Vice-Chairpersons shall be elected from among the members of the Specialized Committee;
4. Business Director, Sector and Capacity Development shall be in attendance;
5. Elected and co-opted members shall hold office for two-year term*;
6. No person representing the same agency shall be eligible for election or co-option to the Specialized Committee for more than two consecutive terms;
7. The Specialized Committee may fill vacancies occurring in the Committee for the remaining term of the posts left vacant.

Accountability, Report, Meetings and Spokesperson

1. The Specialized Committee should be directly accountable to, and submit annual work plan to the Standing Committee on Sector and Capacity Development;
2. The Specialized Committee should submit annual report to the Executive Committee through the Standing Committee on Sector and Capacity Development;
3. The Chairperson of the Specialized Committee or his nominee shall be ex-officio member of the Standing Committee on Sector and Capacity Development;
4. The Specialized Committee shall hold no less than 4 meetings each year, 1/3 members present will form a quorum;

5. The Chairperson of the Specialized Committee and the concerned Business Director shall be the spokespersons of the Specialized Committee. In case of major and controversial issues, they shall consult the Standing Committee on Sector and Capacity Development or the Executive Committee. The Executive Committee shall have the power to confirm or override the concerns and standpoints.

*In the first election, half of the elected members with higher numbers of votes shall hold office for two-year term, and the other half for one-year term. In line with the same principle, half of the co-opted members shall hold office for two-year term and other half for one-year term.

Information Technology Business Committee

Terms of Reference

Aims and Objectives

1. To govern the operation of Information Technology Resource Centre (ITRC) Limited.
2. To advise the Executive Committee (ExCo) of the Council on
 - Social policy issues related to the information and communication technology
 - Promotion of development, proper deployment and application of information and communication technology in the social service sector

Membership

1. The three Directors of Information Technology Resource Centre Limited (ITRC Limited) appointed by Executive Committee.
2. One of the three Directors of ITRC Limited would be appointed by Executive Committee as Chairperson of ITBC.
3. 7 other members appointed by the Executive Committee.
4. Head of staff of ITRC Limited (in attendance, has no voting rights).

Terms of Office

1. All members of the Committee shall serve for a two-year term and shall be eligible for re-appointment.

Formation of Task Groups

1. The Committee will form task groups whenever necessary to address concerned issues.

Meeting

1. The quorum of each committee meeting is 4, excluding in-attendance member
2. At least one director has to be present in committee meeting
3. In case the Chairman is absent, one of the other two directors has to chair the meeting.

STAFF STRUCTRE

1. The staff team was reorganized with the setting up of four core business streams from October 2011:
 - 1 Service Development
 - 2 Policy Research and Advocacy
 - 3 Sector and Capacity Development
 - 4 Public Engagement and Partnership
2. The current staff organization structure is set out in attached staff chart and job description for staff members of each business streams and the Secretariat.
3. All major changes in staff structure must be approved by the Executive Committee.
4. The followings are the Core Business Streams of the Council:

4.1 Service Development

- To set welfare agenda in response to social needs and advocate for improvement of concerned policies and services;
- To identify service needs with the Sector and inform the Government, the public and other stakeholders;
- To initiate and participate in welfare planning, service enhancement and financing to reflect and consolidate views of the Sector, supported by data and analysis on social needs and recommendations on service solutions;
- To formulate directions and strategies to support & empower users groups to articulate their needs and to participate in enhancing policies and services to address their situations;
- To promote pioneering and innovative service response together with the Sector to meet the needs, fill service gaps and scale up innovation to create higher social impact;
- To formulate directions and strategies to promote evidence-based practice and best practice sharing to enhance service quality and effectiveness;
- To enhance cross-service and multi-disciplinary collaboration in meeting community needs;
- To foster networking and exchanges with international and regional counterparts for development of local welfare agenda, the application of

related international conventions, experience sharing and practice advancement.

4.2 Policy Research and Advocacy

- To set social development agenda and advocate for just and fair social policies and legislations;
- To formulate directions and strategies for, and co-ordinate the Council's policy and service researches;
- To monitor and inform the welfare sector and the public of the trends and challenges of social development in Hong Kong;
- To respond to and monitor the implementation of existing and newly proposed policies and legislations related to social welfare and social development;
- To formulate directions and strategies to enhance policy makers' and the public's understanding and adoption of recommendations and viewpoints of the Council;
- To bring in global social development agenda and benchmark international experience for developing local agenda and learning;
- To promote and monitor the observance of international conventions related to welfare and social development;
- To scrutinize and, when necessary, follow up on the annual plan and positions of the specialized committees on "social security and employment policy" and "social development".

4.3 Sector and Capacity Development

- To identify and promote agenda to build a sustainable, accountable, efficient and effective sector;
- To enhance liaison, communication and co-operation among Agency Members;
- To promote membership development, review membership criteria and update membership status;
- To monitor policies and practices related to the subvention/funding systems of the Government and other major funders;
- To identify organizational / capacity building needs of Agency Members, provide support and services and promote joint problem solving;
- To support, enhance and develop the Sector's capacity in effective and efficient organizational management and service delivery;

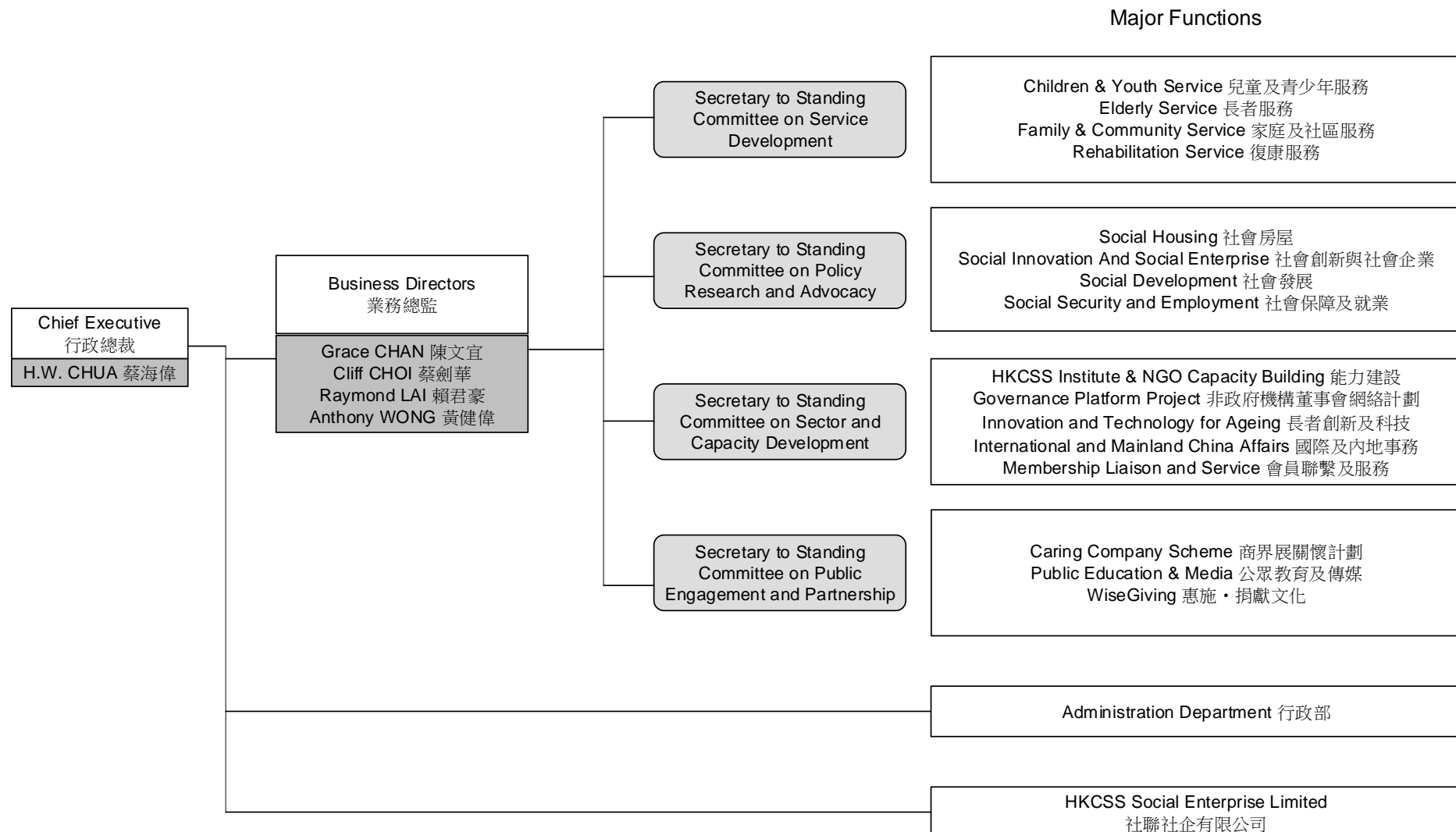
- To support and facilitate the use of information and communication technology by the Sector in organizational management and service delivery;
- To build platforms and facilitate the Sector's development through exchanges and collaboration with the Mainland and international social sector.

4.4 Public Engagement and Partnership

- To formulate directions and strategies to promote partnership of the Council and the Sector with other professional & third sector organizations, and the government in enhancing social welfare development;
- To provide platform for the public, including business, professional and philanthropic sectors, to give inputs in the social agenda setting process;
- To nurture buy-in and supports from business, professional and philanthropic sectors to the social agenda and services;
- To formulate directions and strategies to build a caring and sustainable society through advancing corporate social responsibility practices and philanthropy;
- To promote public understanding of social welfare services and image of the Council and the Sector to strengthen public support;
- To enhance Non-Government Organizations (NGOs) accountability and transparency to strengthen public trust;
- To enhance public education and engagement towards building a caring and inclusive society.

THE HONG KONG COUNCIL OF SOCIAL SERVICE

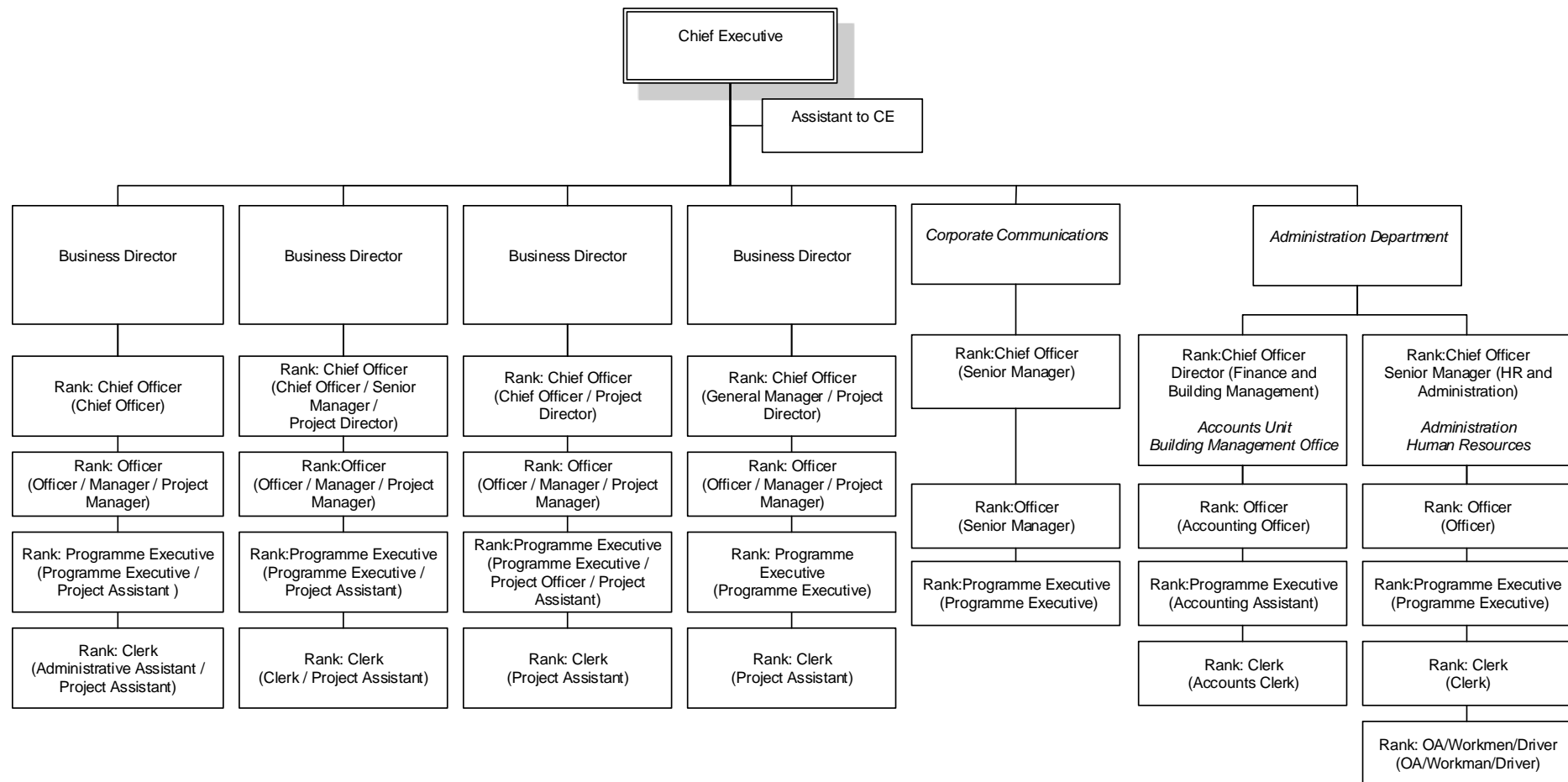
Organization Chart (as at Dec 1, 2020)



THE HONG KONG COUNCIL OF SOCIAL SERVICE

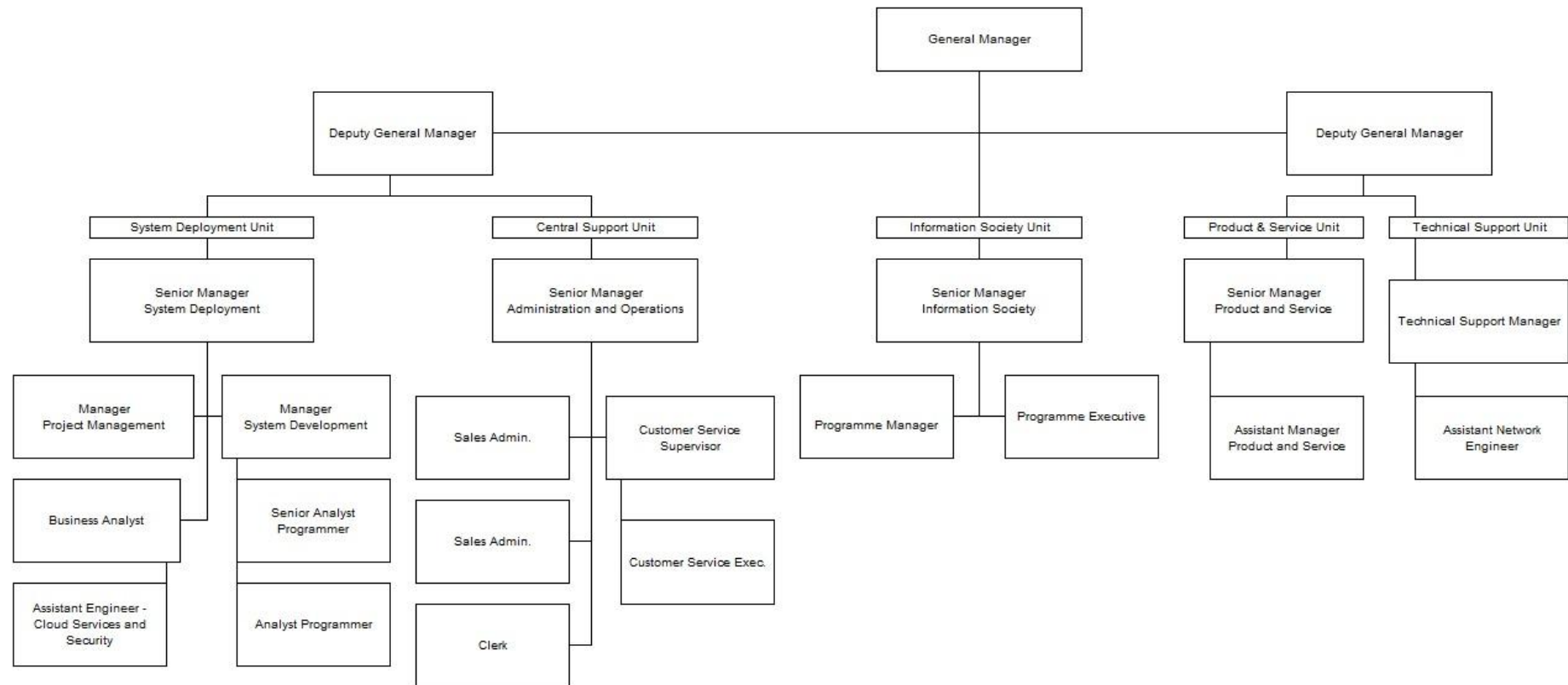
Staff Chart

w/o HKCSS SE LTD



HKCSS SE Ltd -- ITRC staff Chart

HKCSS/SQS/C. 4.08



THE HONG KONG COUNCIL OF SOCIAL SERVICE
Key Staff List (as at Oct 2021)

The Hong Kong Council of Social Service	Chief Executive Mr Chua Hoi Wai	2 8 6 4 2 9 2 9	ce@hkcss.org.hk
	Business Director Ms Grace CHAN	2 8 6 4 2 9 9 2	grace.chan@hkcss.org.hk
	Business Director Mr Cliff CHOI	2 8 6 4 2 9 4 8	cliff.choi@hkcss.org.hk
	Business Director Mr Raymond LAI	2 8 6 4 2 9 4 1	raymond.lai@hkcss.org.hk
	Business Director Mr Anthony WONG	2 8 6 4 2 9 1 4	anthony.wong@hkcss.org.hk
Service Development			
Children & Youth Service	Chief Officer Ms Karen YIU	2 8 6 4 2 9 3 6	karen.yiu@hkcss.org.hk
Elderly Service	Chief Officer Ms Rachel SZETO	2 8 6 4 2 9 5 1	rachel.szeto@hkcss.org.hk
Family & Community Service	Chief Officer Ms Angie CHAN	2 8 6 4 2 9 4 9	angie.chan@hkcss.org.hk
Rehabilitation Service	Chief Officer Ms Teresa LI	2 8 6 4 2 9 3 1	teresa.li@hkcss.org.hk

Policy Research and Advocacy			
Policy Research and Advocacy	Chief Officer Mr Peace WONG	2 8 6 4 2 9 5 6	peace.wong@hkcss.org.hk
Social Enterprise Business Centre	Senior Manager / Head Ms Jessica TAM	2 8 6 4 2 9 7 4	jessica.tam@hkcss.org.hk
Social Housing	Project Director Mr Charles HO	3 5 9 6 7 5 6 0	charles.ho@hkcss.org.hk
Sector & Capacity Development			
Capacity Building	Chief Officer Ms Vicky LI	2 8 7 6 2 4 8 9	vicky.li@hkcss.org.hk
Innovation and Technology for Ageing	Chief Officer Mr Peter KWOK	3 7 0 3 9 6 7 9	peter.kwok@hkcss.org.hk
Membership Liaison and Service	Chief Officer Ms CHEUNG Lai Wah	2 8 7 6 2 4 5 5	lw.cheung@hkcss.org.hk
NGOs Governance Platform Project	Project Director Ms Stella HO	2 9 2 2 9 2 5 9	stella.ho@hkcss.org.hk
Public Engagement & Partnership			
Caring Company Scheme	Senior Manager Ms Wendy LUK	2 8 7 6 2 4 0 3	wendy.luk@hkcss.org.hk
Corporate Communications	Senior Manager Mr Eddie TSANG	2 8 6 4 2 9 8 2	eddie.tsang@hkcss.org.hk
WiseGiving	Senior Manager Ms Christine KWAN	2 8 7 6 2 4 5 3	christine.kwan@hkcss.org.hk

Administration Department			
Finance and Building Management	Director Ms Cynthia LEE	2 8 6 4 2 9 1 3	cynthia.lee@hkcss.org.hk
Human Resources and Administration	Senior Manager Ms Helen YIP	2 8 6 4 2 9 1 1	helen.yip@hkcss.org.hk
HKCSS Social Enterprise Limited			
Information Technology Resource Centre	General Manager Mr Tony LEE	2 9 2 2 9 2 9 9	tony.lee@hkcss.org.hk
Information Technology Resource Centre	Deputy General Manager Mr Edmond KEUNG	2 9 2 2 9 2 7 7	edmond.keung@hkcss.org.hk
Information Technology Resource Centre	Deputy General Manager Mr Ricky FUNG	2 9 2 2 9 2 6 8	ricky.fung@hkcss.org.hk