



Manpower Allocation Mechanism for Community Service Instructors and Officials

General Community Services:

1. The office staff will compile and send out recruitment emails to effective community service coordinators and ambassadors based on the types, contents, dates, times and locations of all community services in that month.
2. After sending out the recruitment emails, community service coordinators and ambassadors must reply to the recruitment emails before the deadline and sign up for the service projects they are interested in participating in.
3. After the deadline, the office staff will integrate the collected registration emails, select qualified service coordinators and service ambassadors, and make the following selections:
 - Whether you are a valid member
 - Whether you have the necessary and valid tutor qualifications for the service
 - Teacher's gender (according to the needs of the organization or if the service requires more than one instructors, the Association will assign one male instructor and one female instructor to provide the service.)
4. Due to the large number of community service ambassadors, the office staff will determine whether the applicant's service participation frequency is too frequent based on the service record. If the applicant has been appointed to serve last month, the chance of being appointed to serve this month will be reduced.
5. After successful screening, the office staff will send a service confirmation email to the appointed service coordinator and service ambassador.

Community Services involved Designated Instructors:

1. In view of the fact that some organizations advocate inviting coordinators or ambassadors who have provided services in the past to assist in the new round of services.
2. The office staff will appoint the designated service coordinators or service ambassadors to provide services according to the needs of the organization.
3. If the designated service coordinator or service ambassador is able to participate in the relevant service, the office staff will send him a confirmation email and verify the service content. The service will not be listed in the recruitment email.
4. If the designated service coordinator or service ambassador is unable to participate in the relevant service, the office staff will recruit according to the "General Community Service" procedure.

Special or Large-scale Community Services:

1. The office staff will set up a special task force to invite qualified service coordinators to assist in organizing the relevant services according to the needs of the activities.
2. The service coordinator will recommend suitable or well-performing service ambassadors to participate in the relevant services as needed, and the office staff will review whether the recommended persons meet the screening principles in point 3 of the "General Community Service" procedure.
3. Qualified service ambassadors will receive a service confirmation email.

Community Servicew in Emergency and Special Circumstances:

1. If an organization requests the Association to provide community service in less than 7 working days. The Association is unable to recruit according to the "General Community Service" procedure due to insufficient preparation time. The office staff will contact the service coordinator or service ambassador by phone for individual invitation. The appointed mentor will receive a service confirmation email.
2. If a service coordinator or service ambassador who has confirmed to participate in the activity informs the Association that he/she is unable to perform community service 5 working days before the service, the office staff will appoint a suitable service coordinator or ambassador from the public registration email in accordance with the third to fifth points of the "General Community Service" procedure, and send him/her a service confirmation email.
3. If a service coordinator or service ambassador who has confirmed to participate in the activity informs the Association that he/she is unable to perform community service less than 5 working days before the service. Due to time constraints, the office staff is unable to recruit according to the third to fifth points of the "General Community Service" procedure, and will contact the service coordinator or service ambassador by phone for individual invitation. The appointed mentor will receive a service confirmation email.

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社區服務導師及工作人員人手分配機制

一般社區服務：

1. 由辦事處職員綜合當月所有社區服務類型、內容、日期、時間及地點，擬定並向有效的社區服務統籌及大使發放招募電郵。
2. 發放招募電郵後，社區服務統籌及大使需於限期前回覆招募電郵，並報名有意參與的服務項目。
3. 辦事處職員在限期後，將整合收集到的報名電郵，從中選出合資格的服務統籌及服務大使，並作出以下篩選：
 - 是否有效會員
 - 是否持有服務所需及有效的導師資歷
 - 導師性別(按主辦機構需要或如服務需多於兩名或以上的導師，本會將編配一男一女導師，提供服務。)
4. 由於社區服務大使人數眾多，辦事處職員將根據服務記錄，釐定申請人的服務參與次數是否過於頻繁。如上月已被委任服務者，本月獲委任服務的機會將會降低。
5. 成功篩選後，辦事處職員將發放服務確認電郵予被委任服務統籌及服務大使。

機構指名導師的社區服務：

1. 鑒於有部分主辦機構主張邀請過往曾提供服務的統籌或大使協助新一輪的服務。
2. 辦事處職員將按機構需要委任被指名的服務統籌或服務大使，提供服務。
3. 如被指名的服務統籌或服務大使能夠參與相關服務，辦事處職員將向其發放確認電郵並核實服務內容。該服務則不會在招募電郵中列出。
4. 如被指名的服務統籌或服務大使未能參與相關服務，辦事處職員則按「一般社區服務」的程序進行招募。

特別或大型社區服務：

1. 辦事處職員將成立專責小組，按活動需要邀請合資格的服務統籌，協助組織有關服務。
2. 按需要由服務統籌推薦合適或表現良好的服務大使參與有關服務，並由辦事處職員審查被推薦者是否符合「一般社區服務」程序第 3 點的篩選原則。
3. 合符資格的服務大使，將獲發服務確認電郵。

緊急及特殊情況下的社區服務：

1. 如遇機構在少於 7 个工作天的時間，要求本會提供社區服務。本會在沒有充足時間準備下，未能按「一般社區服務」的程序進行招募，辦事處職員將透過電話聯絡服務統籌或服務大使作個別邀請。獲委任的導師將獲發服務確認電

郵。

2. 如遇已確認參與活動的服務統籌或服務大使，在服務進行前5 個工作天通知本會未能出任社區服務，辦事處職員將依照「**一般社區服務**」程序第三至五點，在眾報名電郵中委任合適的服務統籌或大使，並向其發出服務確認電郵。
3. 如遇已確認參與活動的服務統籌或服務大使，在服務進行前少於 5 個工作天的時間，通知本會未能出任社區服務。由於時間倉卒，辦事處職員未能按「**一般社區服務**」的程序第三至五點進行招募，將透過電話聯絡服務統籌或服務大使作個別邀請。獲委任的導師將獲發服務確認電郵。

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