

The Role Positioning of Interns Majoring in Civil Affairs Service and Management in Elderly Care Institutions

Xindi Li

Zhejiang DongFang plogytechnic college, Wenzhou, Zhejiang, 325000, China.

157825102@qq.com

Abstract

With the increasingly serious problem of population aging, the elderly care service industry has ushered in new development opportunities and challenges. Interns majoring in civil affairs service and management are important human resources for future elderly care services, and it is crucial to clarify their role positioning in elderly care institutions. This study aims to explore what role interns majoring in civil affairs service and management should play in elderly care institutions, so as to promote the effective connection between the elderly care service industry and higher education, improve the quality of elderly care services, and provide a reference for the cultivation of professionals in this field. This research adopts methods such as literature research, questionnaire surveys, and interviews to comprehensively analyze the current situation of elderly care institutions, the education situation of civil affairs service and management major, and conducts an empirical study on the actual roles of interns in elderly care institutions. The results show that interns currently mainly play the roles of assistants and executors, but there are problems such as unclear role positioning and lack of practical experience. The research suggests that interns should act as participants and learners in elderly care services, undertake appropriate responsibilities in elderly care institutions, gain practical experience, and be prepared for future career development.

Keywords

Civil Affairs Service and Management Major; Interns; Elderly Care Institutions; Role Positioning.

1. Introduction

As our country's population ageing problems become more acute and the demand for old-age services increases, the role of institutions for the elderly is becoming increasingly prominent. In recent years, our country has made great progress in the development of old-age care institutions, service model innovation, but also face some problems and challenges to be solved. The development of our country's old-age care institution has experienced the transformation from a single old-age home model to a diversified old-age care model. In the early stage, the nursing home mainly took on the supporting function for the aged without children and fixed residence, and the service content was relatively unitary. Since the beginning of the 21st century, with the continuous upgrading of People's demand for old-age services, various old-age institutions have sprung up, and the service models and contents are becoming more and more diversified[1].

At present, our country's old-age care institutions mainly include nursing homes, nursing homes, nursing homes and other forms, the service content covers life care, medical care, rehabilitation physiotherapy, spiritual comfort and other aspects. In addition to institutional care, community care, home care and other new old-age care model is also emerging to provide

more considerate and humane services for the elderly. In addition, some high-end institutions for the elderly also provide high-quality accommodation and living facilities to meet the pursuit of high-quality life for the elderly. Although our country has made great progress in the cause of old-age institutions, but still face many challenges and difficulties. First of all, the quality of service is uneven, part of the old-age institutions because of poor management, low quality of personnel and other reasons, service quality is difficult to guarantee. Secondly, the lack of professional talents is also an important factor that restricts the development of endowment institutions. The demand for comprehensive quality of employees is high, but there is a large gap of professional talents at present. In addition, the high operating costs and limited profitability of pension institutions also bring some pressure to their sustainable development[2].

Therefore, how to further improve the quality of old-age services to meet the needs of the elderly multi-level, diversified, is the current key issue to be resolved in the elderly care institutions. Introducing professional talents, innovating service mode and strengthening industry supervision are all paths that can be used for reference. Only by continuously adapting to the needs of social development can the cause of old-age care institutions go steady and make due contribution to the construction of a harmonious socialist society.

2. Current situation of Education of civil administration service and management major

Civil Administration Service and management is a comprehensive major covering social security, social welfare, social assistance and other fields. This major aims to train high-quality compound talents with solid theoretical knowledge and practical application ability to provide high-quality and efficient civil service for the society. The curriculum of civil service and management specialty usually includes sociology, demography, Social Security Theory and practice, social work, gerontology, etc. , and social practice, professional practice and other practical links. The theoretical courses lay a solid foundation for students, while the practical links train students' ability to apply what they have learned to practical work. In addition to the required courses, the major also offers elective courses such as Pension Service and management, Community Service and management, which broaden students' knowledge horizons. With the deepening of the aging degree in our country, the courses related to endowment service are being paid more and more attention in the curriculum system of this major. The graduates of this major not only master the professional theory knowledge of social security and social work, but also have strong practical ability and comprehensive quality of cross-field, can be competent for social welfare institutions, old-age institutions, relief management agencies and other units of social services, old-age services, relief management, and so on[3].

At present, the major of Civil Administration Service and management has been set up in many colleges and universities in our country.[4] In a word, the cultivation of this major pays attention to the combination of theory and practice, and advocates that students should fully exercise their practical ability through social practice and professional practice during their school days, so as to be prepared for their future career development. With the aggravation of the aging problem in our country, the demand of civil service and management professionals in the field of endowment service will increase day by day[5]. Therefore, to explore the role of interns in the endowment institution is not only conducive to the growth and development of interns, but also conducive to the university to better cultivate a complex of talents to meet the needs of endowment services, we will promote positive interaction between higher education and the old-age service industry[6].

3. The current situation and needs of pension institutions

After years of development in China, the demand for old-age care institutions has increased with the aging of the country's population, but the existing problems are still obvious:

(1) small scale, service quality is uneven: the industry of our country's old-age care institutions is still in its primary stage. By the end of 2020, the number of beds in old-age care institutions nationwide is about 7.8 million, the coverage rate is only 6.8% .

(2) the number of public institutions for the aged is relatively large, but the number and number of beds in private institutions for the aged are increasing year by year: the number of beds in public institutions for the aged is relatively large, and the number and number of beds in private institutions for the aged are also increasing year by year.

(3) increasing market demand: with population ageing increasing, it is expected that by 2025, the number of beds in our country's old-age care institutions will reach 14 million, and the market size will reach about 1.5 trillion yuan.

(4) the demand for the quality of service: the demand for the quality of service of the elderly to the institutions for the aged has been gradually raised, including the aspects of medical care, diet and living, culture and entertainment.

4. Education of civil service and management major

The major of civil affairs service and management is to cultivate good professional ethics and humanistic quality, to master the necessary professional knowledge of grass-roots civil administration and service, social organization management and service, welfare lottery management, sales and equipment maintenance, etc. , having the abilities of grass-roots civil administration, social organization management and Welfare Lottery management, high-quality technical personnel who can be engaged in social assistance, disaster reduction, prevention and relief at the grass-roots level, marriage registration and management, social work, lottery management, lottery sales, lottery equipment utilization and maintenance, etc. . Students in this major need to study social work introduction, social work methods, civil affairs management, social organization construction, social assistance, community services, social welfare and charity, civil information system management and other courses. Through the study of these courses, students can master the basic theories, methods and skills of civil administration service and management, and have strong ability of organization and coordination and practical operation. After graduation, students can be in civil affairs departments, social organizations, welfare lottery organizations and other units engaged in related work.

5. The role orientation of interns in endowment institutions

The role positioning of interns in elderly care institutions is multi-faceted. They are both learners and service providers. First of all, as learners, interns need to acquire professional knowledge and skills through practice. In elderly care institutions, they can observe and learn from professional caregivers' working methods, understand the living needs and psychological characteristics of the elderly, accumulate practical experience, and improve their professional quality. Secondly, interns are also service providers. They can assist professional caregivers in completing daily tasks, such as taking care of the elderly's daily life and providing psychological support. Through interaction with the elderly, interns can convey warmth and care, improving the quality of life of the elderly. In addition, interns can also play the role of communicators. They can communicate with the elderly's family members to understand the elderly's health status and needs, and provide necessary information and suggestions to the family members. At the same time, interns can also feedback the elderly's opinions and suggestions to

professional caregivers, promoting the improvement of service quality in elderly care institutions[7].

In conclusion, the role positioning of interns in elderly care institutions is diverse, and their participation is of great significance for improving the quality of elderly care services and training professional talents[8].

6. Countermeasures and summary

6.1. Strategy

(1) Schools should improve the internship management system, strengthen cooperation with elderly care institutions, and provide students with more internship opportunities. Schools can establish long-term partnerships with elderly care institutions, sign internship agreements, and clarify the responsibilities and obligations of both parties. At the same time, schools can adjust the teaching plan according to the needs of elderly care institutions, and offer relevant courses to provide students with more professional training.

(2) Elderly care institutions should attach importance to the training of interns, provide them with necessary training and guidance, and reasonably arrange work tasks. Elderly care institutions can arrange experienced staff to train interns, helping them understand the working processes and service standards of elderly care institutions. At the same time, elderly care institutions can reasonably arrange work tasks according to the actual situation of interns, allowing them to learn and grow in practice.

(3) Interns should improve their own quality, actively learn and work, and establish a correct career outlook and values. Interns can improve their professional knowledge and skills by participating in training, reading relevant books and materials, etc. At the same time, interns should actively communicate with colleagues and the elderly, understand their needs and opinions, and improve service quality.

6.2. Conclusion

(1) The role positioning of interns in elderly care institutions should be adjusted according to the actual situation to adapt to different job requirements. During the internship, interns should continuously adjust their role positioning according to the work requirements of elderly care institutions and their own actual situation to improve work efficiency and service quality.

(2) Schools, elderly care institutions, and interns should work together to improve the quality of internships and train more professionals for the elderly care industry. Schools should strengthen cooperation with elderly care institutions to provide students with more internship opportunities; elderly care institutions should attach importance to the training of interns and provide them with necessary training and guidance; interns should improve their own quality and actively learn and work. Only by working together can the quality of internships be improved and more professionals be trained for the elderly care industry.

Acknowledgements

Zhejiang Oriental Vocational and Technical College 2022 school-level research project: The role positioning of interns majoring in civil affairs service and management in elderly care institutions. (DF2022YKY28)

References

- [1] Li Wenqing. Serving Civil Affairs and Assisting Social Governance - Great Efforts to Enhance the Management Level of Civil Affairs Professional Files in Heilongjiang Province [J]. China Archives, 2023, (07): 76-77.

- [2] Li Linghong, Deng Zhijun, Yang Yong, et al. Current Situation and Countermeasures of Talent Cultivation in the Major of Elderly Services and Management in Higher Vocational Colleges [J]. *Data of Culture and Education*, 2020, (15): 116-117.
- [3] Tu Qilei, Li Jing, Zhao Honggang. Analysis and Research on the Matching between Talent Demand and Professional Settings in the Elderly Services and Management Industry [J]. *Chinese Vocational and Technical Education*, 2022, (19): 46-54.
- [4] Yan Lixia, Li Min, Ding Yun, et al. Investigation and Analysis of the Care Intention of Students in the Major of Elderly Services and Management towards Elderly People Infected with AIDS [J]. *Chinese Nursing Education*, 2022, 19 (04): 339-342.
- [5] Li Yanbin. Exploration and Practice on the Curriculum System of the Major of Elderly Services and Management in Higher Vocational Colleges [J]. *Employment and Security*, 2021, (05): 119-120.
- [6] Ye Biying. Exploration of the "Five Layers and Four Practices" Practical Teaching System in Higher Vocational Education - Taking the Wedding Service and Management Major of Wuhan Civil Affairs Vocational College as an Example [J]. *Modern Vocational Education*, 2021, (10): 126-127.
- [7] Yan Wei. The Theoretic and Practical Significance of Establishing a Standardized System of Training Management - Based on the Empirical Study of the National Elderly Care Service Training Courses of the Ministry of Civil Affairs Training Center [J]. *Modern Communication*, 2020, (23): 241-244.
- [8] Liu Jun. Thoughts on the Cultivation of Social Organization Services and Management Talents in China [J]. *The Farmer's Consultant*, 2020, (19): 215+293.