

社會保障助理 (SSA) 面試攻略

社會保障助理 – 遴選面試

- 一般資料
 1. 形式 - 個別面試 (三至四名考官對一名考生)
 2. 長度 - 約十五分鐘
 3. 語言 - 廣東話 (80%) 及英文 (20%)
 4. 備註 - 只設一輪面試，通過即可獲聘書

社會保障助理 – 遴選面試

- 面試流程
 1. 考生自我介紹 (廣東話 / 英文)
 2. 考生過往工作經驗 / 學業 (英文 / 廣東話)
 3. 社署及職系相關知識 (英文 / 廣東話)
 4. 情景題及追問 (廣東話)
 5. 時事題 (英文 / 廣東話)

模擬面試題目

社會保障助理 – 模擬面試題目

1. 請用一分鐘介紹自己 (廣東話 / 英文)
2. 社會保障助理的職責是什麼?

3.

4.

5.

6.

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社會保障助理 – 模擬面試題目

1. 你在現時工作中有沒有櫃檯服務的經驗?
 - (考生指有負責櫃檯服務) (追問) 有沒有難忘的經驗? 如果遇到很麻煩的客人, 會如何處理?

2.

3.

4.

5.

6.

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社會保障助理 – 模擬面試題目

1. 以你所知，長者津貼有分多少種?

- (追問) 審批資格是什麼?

2.

3.

4.

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社會保障助理 – 模擬面試題目

1. 假設你在處理一名人士的綜援申請，但在公餘時你在街上發現他走水貨賺錢，你會如何處理?

2.

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3.

社會保障助理 – 模擬面試題目

1.

2.

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1.

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2.

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1.

2.

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- 1.
- 2.
- 3.
- 4.
- 5.

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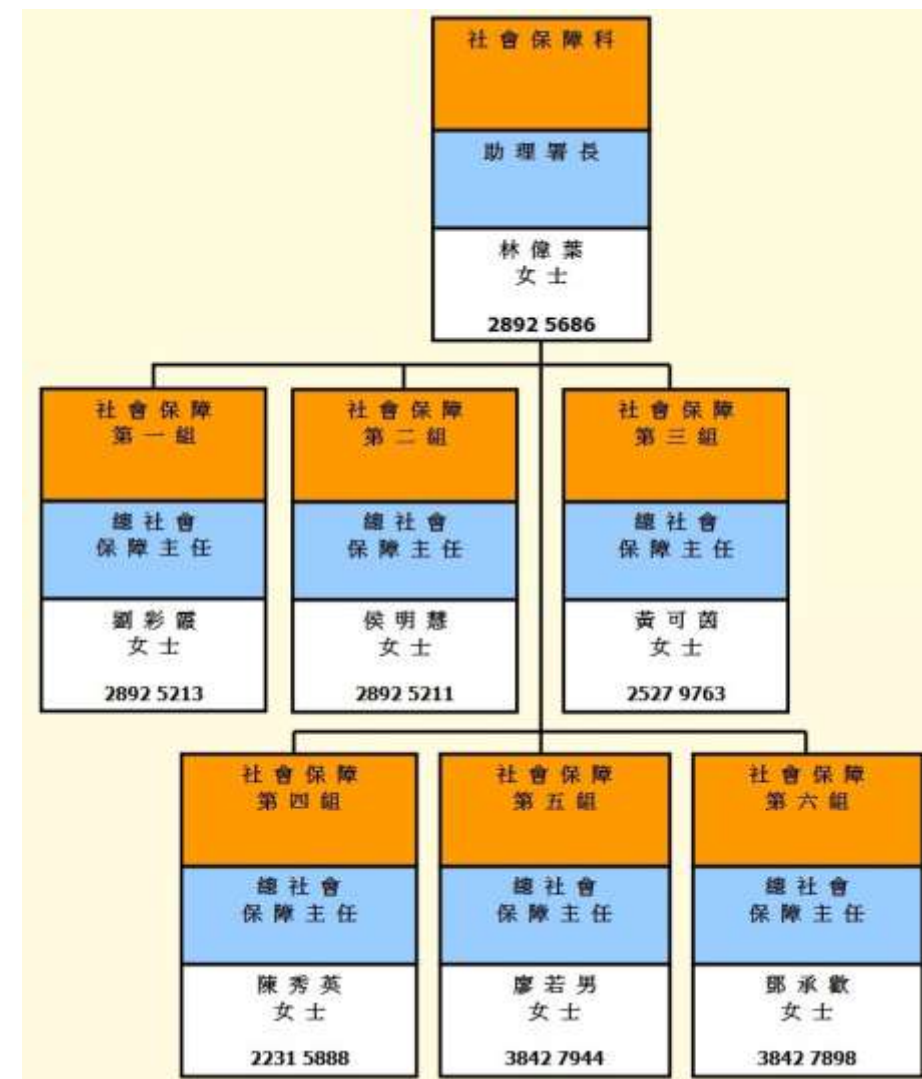
重點政策及資訊

香港社會保障制度

1. 香港社會保障制度的目標，是協助社會上需要經濟或物質援助的人士，應付基本及特別需要
2. 七十年代起，因應六七暴動、政府管治方針轉變等，港英政府開始拓展社會福利制度，推行公共援助計劃（即綜援前身）、公共房屋計劃、九年免費教育等措施
3. 現時香港社會保障主要包括綜合社會保障援助計劃（綜援）、公共房屋、公營醫療等，當中綜援及公共福利金由社會福利署負責管理

社會福利署

1. 社會福利署負責家庭及兒童福利、安老服務、青少年服務、違法者服務等一系列工作，惟社會保障助理基本上會被派往社會保障科
2. 社會保障科負責執行各項社會保障計劃，由助理署長及總社會保障主任領導
3. 社會保障科於港島、東九龍、西九龍、東新界、西新界各區均設有個社會保障辦事處 (Field Unit / FU)，負責辦理綜援、公共福利金等申請



社會保障科 - 社會保障助理

1. 社會保障科負責向市民提供社會保障服務，包括綜援、高齡津貼（生果金）、傷殘津貼、長者生活津貼、學前教育資助、暴力及執法傷亡賠償、交通意外傷亡援助等
2. 社會保障助理主要負責各社會保障計劃援助申請和覆查工作，以搜集和查核申請人資料，並向上級呈交調查報告及建議，考慮是否批准發放援助
3. 有需要時，亦須協助申請人獲得社會保障計劃範圍以外的其他服務，如轉介社工跟進
4. 同時，於在香港發生災難事件時，社會保障助理亦須參與當中的緊急救濟服務

綜合社會保障援助計劃 (綜援 / CSSA)

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綜援計劃 - 申請前居港規定

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綜援計劃 - 申請前居港規定 (日數計算)

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綜援計劃 - 經濟狀況調查

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綜援計劃 - 經濟狀況調查 (入息審查)

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綜援計劃 - 經濟狀況調查 (資產審查)

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綜援計劃 - 經濟狀況調查 (資產審查)

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綜援計劃 - 經濟狀況調查 (資產審查)

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綜援計劃 - 身體健全成人的附加準則

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綜援計劃 - 自力更生支援計劃

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綜援計劃 - 援助金

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綜援計劃 - 標準金額

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綜援計劃 - 補助金

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綜援計劃 - 醫療費用豁免

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綜援計劃 - 領款期間居港規定

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綜援長者廣東及福建省養老計劃

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綜援計劃 - 有用資訊

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面試準備心得

面試準備心得

1. 衣著務必得體，建議穿上西裝

2.

3.

4.

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5.

面試攻略更新服務

如閣下有加購「面試攻略 18 個月更新服務」，當面試攻略更新時 (包括加入新面試問題/心得/政策資料)，我們會將最新版本經電郵發送給閣下，請將我們的電郵地址加入聯絡人名單，以免相關電郵被錯誤過濾，我們亦會同時於 **Telegram Channel** (<https://t.me/csradar>) 發出通知。

另外，閣下如有任何問題或查詢，或須加購更新服務，歡迎以下述電郵聯絡我們，我們會五日內回覆，祝閣下投考成功。

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