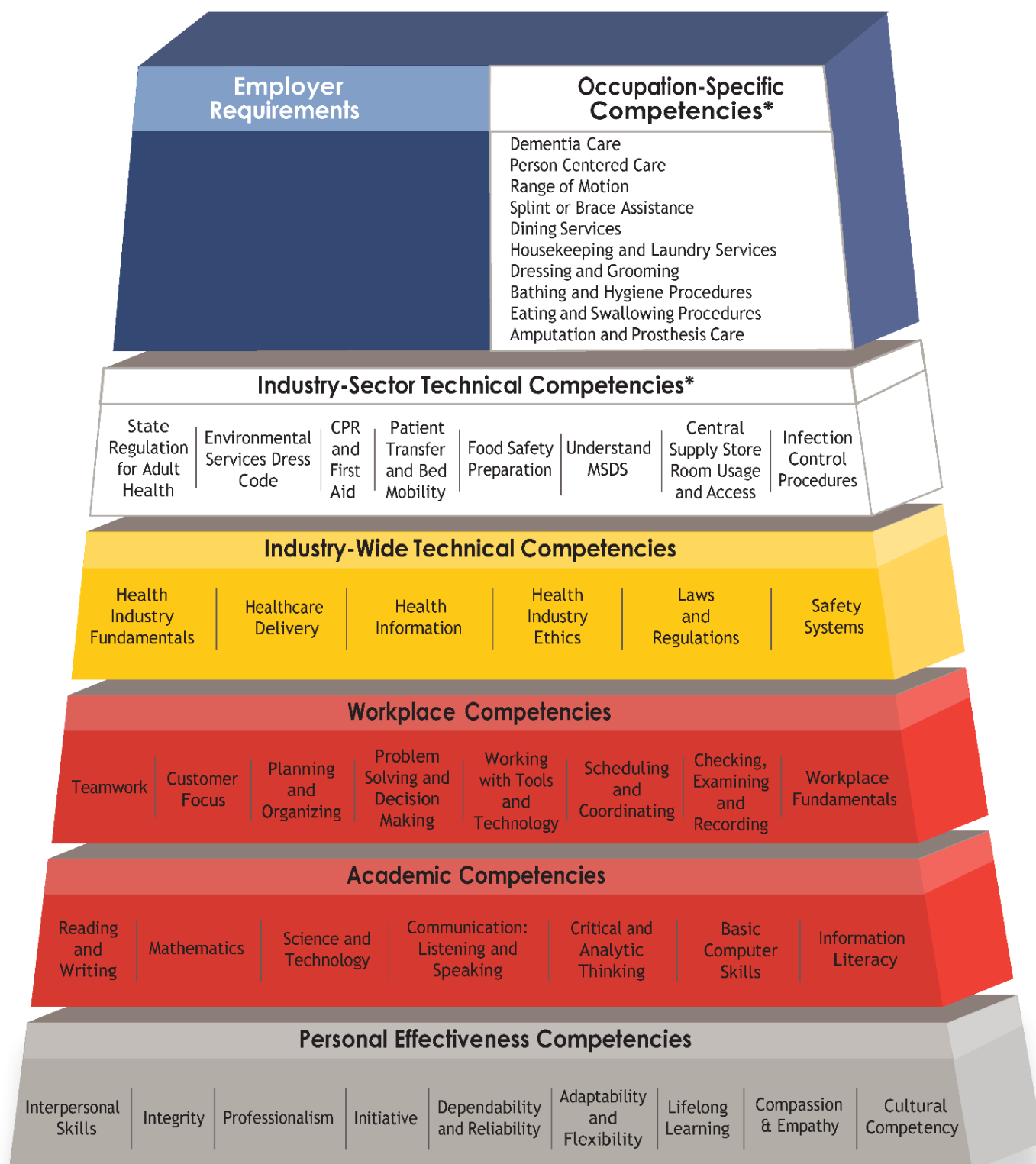


Minnesota Dual-Training Pipeline Competency Model Health Care Services Occupation: Health Support Specialist



Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



Competency Model for Health Support Specialist

Health Support Specialist – A cross trained employee in all areas of caring for older adults including memory care, culinary care, environmental services, meaningful activities, physiological care, and psychosocial care.

Industry-Sector Technical Competencies

Related Instruction for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **State regulation for adult health** – Knowledge of the governing state regulations for the safe delivery of Adult Health Care.
- **Environmental services dress code** – Awareness of requirements of appropriate work attire to maintain safe and healthy environments for workers and clients.
- **CPR and first aid** – Training in first aid and CPR certification.
- **Patient transfer and bed mobility** – Learn to assess a patient's mobility status, to identify equipment options for safely mobilizing the patient to beds/chairs/toilet and determine the mobility level of the patient.
- **Food safety preparation** - Understand the importance of proper food handling procedures and hygiene practices surrounding meal preparation and serving.
- **Understand MSDS** – Learn how to read and use the information on Material Safety Data Sheets (MSDS).
- **Central supply storeroom usage and access** – Understand proper supply room procedures and use of products found there.
- **Infection control procedures** – Understand and practice infection control to ensure a sanitary environment for clients. Knowledge of basic hand washing, gloving, waste disposal and infection containment procedures.

Occupation-Specific Competencies

On-the-Job Training (OJT) is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Dementia care** – Understanding of diseases that cause dementia and how to care and interact with older adults affected by such conditions.
- **Person-centered care** - Training in the human values necessary to implement person-centered care and vital elements for older adults to maintain quality of life.
- **Range of motion** – Demonstrate knowledge of movement potential of the various joints of the body and how to properly assist older adults with limited range.
- **Splint or brace assistance** – Assist older adults with splints and braces for injuries and/or support.
- **Dining services** – Demonstrate knowledge of preparing food while following food safety guidelines and accommodating special dietary restrictions and needs for older adults.
- **Housekeeping and laundry services** - Maintain a clean environment by completing housekeeping, laundering and simple maintenance tasks within the guidelines of facility policies and procedures.
- **Dressing and grooming** – Show proper techniques and propriety in assisting clients with dressing and grooming.
- **Bathing and hygiene procedures** – Use appropriate methods of bathing and hygiene practices for older adults.
- **Eating and swallowing procedures** – Monitor eating and swallowing and assist with special accommodations and practices for older adults.
- **Amputation and prosthesis care** – Assist with putting a prosthesis on, knowledge of taking it off, and how to care for the skin of the stump and prosthesis.

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