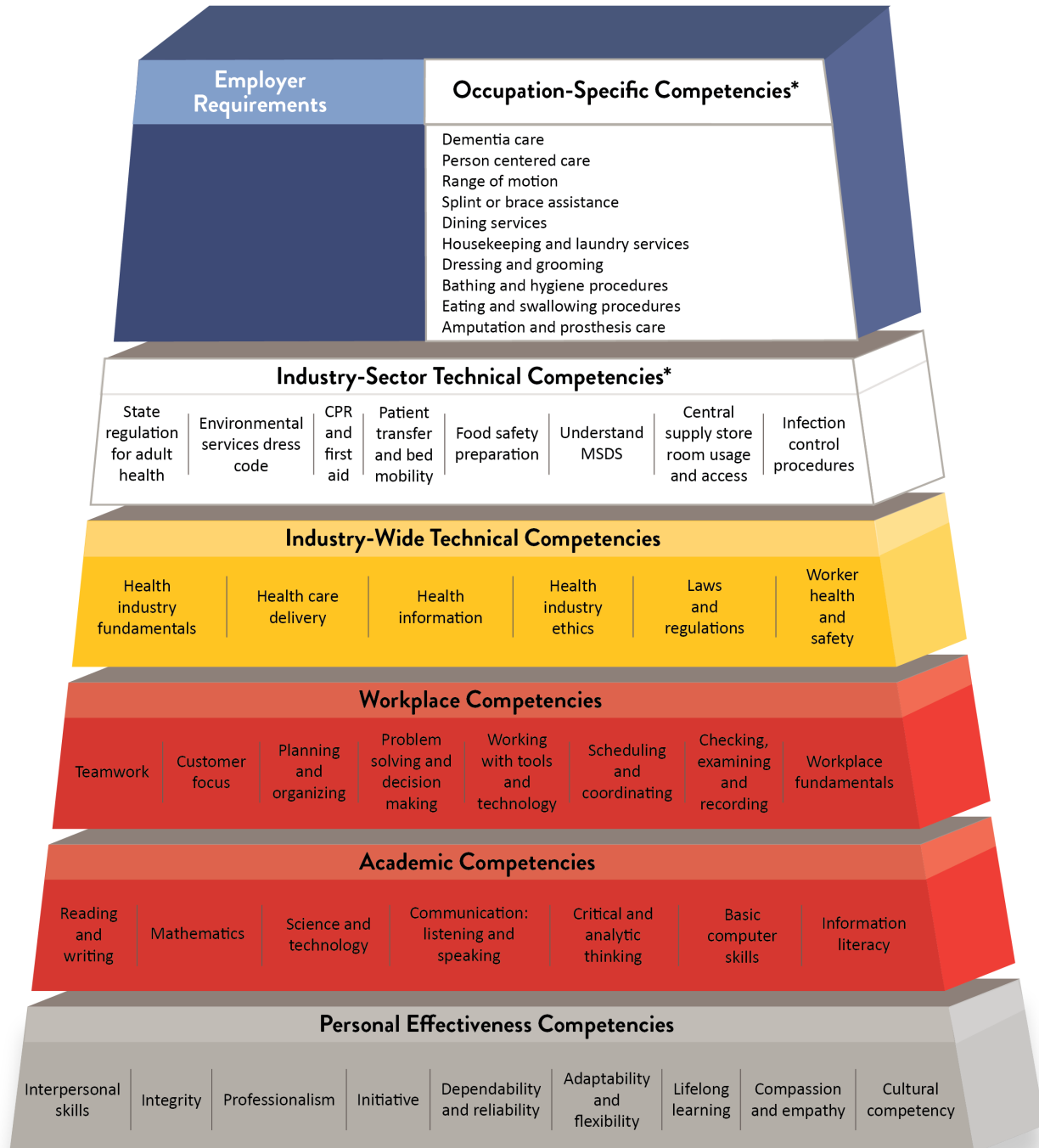


# Minnesota Dual-Training Pipeline

## Competency Model for 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.