

Applies to:	All health care team members who work with Health Care Support Workers.
Purpose:	To provide clarity about the role and responsibilities of various care team members in supporting Health Care Support Workers.

The Health Career Access Program (HCAP) initiative is introducing a new role, Health Care Support Worker (HCSW), into the current care model within Long-term Care and Assisted Living.

The HCSWs will be integrated into the healthcare team to enhance the quality of life and care of residents, in a non-clinical role. HCSWs are paid employees and part of the healthcare team, but their duties and responsibilities are non-clinical (i.e., no direct care is performed). They are not Health Care Assistant (HCA) students when working in the HCSW role.

The education pathway to become an HCA is integrated into the HCSW position with off-site, in-course education at a partnered Post-Secondary Institution. The clinical portion of the HCA program will be during their practicum phase towards the end of the HCA curriculum, under the direct supervision of the PSI HCA instructor.

The following information describes key responsibilities of each occupation. Please review this document to understand how you can contribute to supporting the HCSW as a valued member of the healthcare team.

Manager or Designate (e.g., Clinical Nurse Leader)

Onboarding

- Complete the onboarding and hiring processes.
- Review the *Island Health Limits and Conditions: Health Care Support Worker* document.
- Welcome the new HCSW and review expectations for their role.
- Schedule unit-based orientation and buddy shifts with CNL and Peer Mentor.
- Review rotation with the HCSW (Monday-Friday, days/evenings).
- Manage any issues of performance and/or role confusion.
- Ensure any reporting for initiative completed.
- Inform HCSWs of unit-specific protocols and skills, and communicate any changes and updates.

Coaching and Mentoring

- Mentor and coach the Peer Mentor and the new HCSW.
- Inform HCSWs of unit-specific protocols and skills, and communicate any changes and updates.
- Identify any unit-specific protocols and procedures that HCSWs cannot perform.
- Provide feedback to the HCSW. This is critical to the development of the HCSW's professional and non-clinical competencies.
- Check in with HCSWs and staff to obtain feedback on their experiences and team integration.

Staff Engagement

- Inform staff of the HCAP initiative by clearly defining the role and responsibilities.
- Engage frontline staff in the Peer Mentorship role.
- Share an overview of the *Roles & Responsibilities of the Care Team in Supporting Health Care Support Workers* document.

- Work with your staff to ensure that the HCSWs are supported in the work environment.
- Check in with the HCSWs and staff to obtain feedback on their experiences and team integration.
- Assist the HCSW and Peer Mentor in completing the *Health Care Aid Care Competencies* document (3-month and 1-year date), and review any goals they identify.

Support the Learning Culture

- Foster a relationship with the Post-Secondary Institution by meeting the clinical instructor(s).
- Support the CNE and Peer Mentors to foster a culture of learning, to support the initiative, new hire, and frontline staff.
- Work with the CNE and Peer Mentors/buddy to support the education pathway.
- Liaise with PSI Instructors to ensure a smooth transition, and identify any educational gaps/needs.

Clinical Nurse Educator

- Develop Peer Mentor education, and educate front line staff to be mentors.
- Review mentor roles/responsibilities with Peer Mentor.
- Develop the HCSW's orientation and education, and share it with the Peer Mentors.
- Create learning plans if required, to support the new HCSW.
- Support HCSWs, during employment, in achieving their learning goals.
- Identify any unit-specific protocols and procedures that HCSW cannot perform; review the *Island Health Limits and Conditions: Health Care Support Worker* document with the Peer Mentors and the HCSW.
- Assist the HCSW and Peer Mentor in completing the *Health Care Aid Care Competencies* document (3-month and 1-year date), and review their goals they identify.

Buddy/Mentor

- Attend Peer Mentor training.
- Serve as a role model by sharing your knowledge, skills and expertise.
- Maintain a positive and supportive learning environment.
- Facilitate the learning experience through guiding, directing, teaching and communicating.
- Be aware of the role of the HCSW and the facility's or community agency's policies and procedures.
- Assist the HCSW in planning and implementing non-clinical care.
- Provide immediate feedback to the HCSW, both corrective and supportive, regarding all aspects of non-clinical practice.
- Notify the Manager/Designate or CNL in the event of a crisis that involves the HCSW's personal or non-clinical practice.
- Provide feedback to the HCSW. This is critical to the development of the HCSW's professional and non-clinical competency.

Health Care Team

HCSWs are fellow employees and require coaching, mentoring, role modeling, feedback, and encouragement from the team.

- Serve as a role model by sharing your knowledge, skills and expertise.

Roles & Responsibilities of the Care Team in Supporting Health Care Support Workers



- Facilitate the learning experience through guiding, directing, teaching and communicating.
- Learn the contributions that HCSWs can and cannot perform while working in the care settings.
- Welcome and work collaboratively with the HCSW, mentoring and supporting them as needed.
- Welcome the HCSW to the facility care team.
- Provide immediate feedback to the HCSW, both corrective and supportive, regarding all aspects of non-clinical practice.