

Career Advancement

A *Guideline* for considering and implementing Career Lattices/Ladders for Direct Care Workers in Long-term care

Introductory/Exploration Stage- *Why do it and Can we do it?*

- Consider the need for further advancement/educational opportunities for direct care workers
- Look at turnover/retention issues
- Look at staff/consumer satisfaction
- Identify internal and financial resources available

Assessment of Needs- *What do we want?*

- Conduct focus groups with workers and consumers
- Survey workers and consumers
- Review worker evaluations, consumer satisfactions surveys and complaints
- Observe (what's happening in your organization?)
- Conduct market research

Define Advancement Opportunities/Positions- *What is it?*

- Connect identified needs with opportunities for training and advancement
- Identify best practices and other models
- Ensure that any new skills you teach are permissible under the Nurse Practice Act
- Consult with your staff- ensure that your staff is interested in anything you may offer

Position/Opportunity Design Phase- *How do we do it?*

- Define the skills and competencies to mastered
- Define the salary/wage/stipend/benefits/titles
- Design the system for ongoing support of new position/opportunity
- Identify ways to evaluate your efforts

Training/Implementation- *Making it happen*

- Design processes, policies and procedures for participation in career ladder training
- Identify or develop curricula or training programs
- Conduct trainings/ send workers to training
- Promote/Hire/compensate
- Implement your plan

Ongoing Support and Assessment- *Is it working?*

- Ensure success of the program(s) thru continued reassessment (surveys, focus groups, evaluation)