

## NINE ESSENTIAL ELEMENTS

OF A

### QUALITY JOB

To ensure that all direct-care workers are able to provide the highest-*quality care* to all long-term care consumers, the Paraprofessional Healthcare Institute (PHI) advocates for nine essential elements of a *quality job*:

#### Φ Compensation

1. Family-sustaining **wages\***;
2. Affordable **health insurance** and other family-supportive benefits; and
3. **Full-time hours** if desired, stable work schedules, balanced workloads, and no mandatory overtime.

#### Φ Opportunity

4. **Excellent training** that helps the worker develop and hone *all* skills—both technical and relational—necessary to support long-term care consumers;
5. **Participation in decision making**, acknowledging the expertise that direct-care workers contribute, not only to workplace organization and care planning, but also to public policy discussions that impact their work; and
6. **Career advancement** opportunities.

#### Φ Support

7. **Linkages** to both organizational and community services, as well as to public benefits, in order to resolve barriers to work;
8. **Supervisors** who set clear expectations and require accountability, and at the same time encourage, support and guide each direct-care worker; and
9. **Owners and managers** willing to lead a participative, on-going “quality improvement” management system—strengthening the core caregiving relationship between the long-term care consumer and the direct-care worker.

---

\* See the “Family Economic Self-Security” standard, authored by *Wider Opportunities for Women*, at <http://www.sixstrategies.org/sixstrategies/selfsufficiencystandard.cfm>.