



Health Support SPECIALIST

Registered
Apprenticeship Program

*Invest in
the future
of your staff!*



An old saying goes:

“When you are through changing, you are through.”

Today’s leaders in older adult services are making changes. They are pioneering innovations and embracing new models of caregiving. One core change is the move to a blended worker and household model. Those who have adopted this change know, however, that success depends on having employees who are inspired to expand their skills and use their talents in new ways.

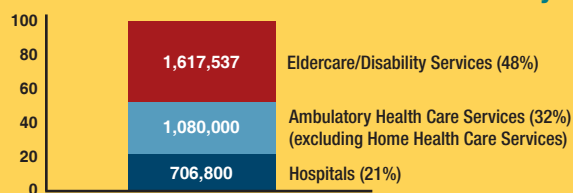
To lead the way, Aging Services of Minnesota is proud to introduce the Health Support Specialist (HSS) Registered Apprenticeship Program. This innovative career model eliminates the constraints of having compartmentalized categories of workers, such as nursing assistants, food-service workers, laundry personnel, etc., in favor of a team-based and person-directed environment where all people thrive.

When staff are empowered rather than led to ignore a task that “isn’t my job,” and when they can focus on the whole person they are caring for rather than simply “getting the task done,” everyone benefits. These are the advantages of staffing with Health Support Specialists, a new occupation recognized by the U.S. and Minnesota Departments of Labor, and designed to provide a career ladder for frontline workers utilizing online education with crucial on-the-job training.

The HSS position helps you bring down the walls of hierarchy and promote an empowered team approach, focusing on quality of life. In turn, research from this business model has shown HSS can lead to increased respect for the honorable work of caregiving – an important development given our challenging recruitment demographics ahead.

The aging services provider community is expected to generate roughly one out of every two new jobs in healthcare and health assistance sector from 2006 to 2016 – or 1.6 out of the 3.4 million new jobs projected nationwide. With direct-care careers critical to our local economies and the social infrastructure holding our society together, transformations and investments need to be made.

3.4 Million New Health Care and Health Assistance Jobs by 2016



How does this change begin? By training Health Support Specialists through a creative, ground-breaking apprenticeship program.

You can reward the best and brightest of your staff members with opportunities for greater job satisfaction, new wage scales (that you set within your existing budget) and job parameters that recognize your unique organizational culture.

Employees earn college credit through seven distinct courses and gain recognized credentials. They will expand their skills on the job as they meet and exceed your day-to-day expectations.

As you invest in the future of your staff, they will invest themselves in the future of your organization.

This model has potential to reduce recruiting and turnover costs and increase employee morale and skill, which research indicates can improve overall quality of care and satisfaction. It also allows you the flexibility to train employees to meet your organization’s specific mission. This curriculum includes core competencies, but can be expanded and adapted for your needs.

You are not alone as you explore the future of caregiving and how to become a registered apprenticeship site. Aging Services of Minnesota will guide you through the steps and provide support as you develop your program and track student progress.

Learn more by contacting Aging Services today or to research this opportunity online, go to www.healthsupportspecialist.org.

A Leadership Decision...

A career in aging services isn't just a job, it's a calling. When you answered that call, you recognized the exciting fact that there would be changes in the way you carry out your organization's mission and fulfill the day-to-day activities of life in aging services. Now, you can help both new and experienced frontline workers embark on the groundbreaking Health Support Specialist program so that they can fully participate in these changes.

Individuals who complete the program receive a HSS certificate from the Minnesota State Colleges and Universities system and receive a Registered Apprenticeship Health Support Specialist Certificate from the State of Minnesota Department of Labor/ Division of Apprenticeship.



Organizational Benefits

- Provides a new model for residents and staff which is person-directed vs. task focused
- Increases efficiency in staffing through cross-training
- Breaks down silos and enhances a culture of responsibility
- Creates entry-level employee incentives
- Standardizes training using new national standards
- Provides customized trainings that meet unique needs
- Raises the quality of care and services
- Reduces turnover and recruitment
- Lengthens worker tenure and builds staff loyalty
- Provides a clear wage scale unique to each setting
- Increases job satisfaction for employees
- Establishes a clear career ladder with a variety of options

“The Health Support Specialist has provided our staff with the training to become well rounded multi-skilled employees. This is important because HSS blends with the culture change movement, putting our residents first.”

**Sharon Whelan,
Staff Education Director
Three Links Care Center, Northfield**

Become a Program Sponsor

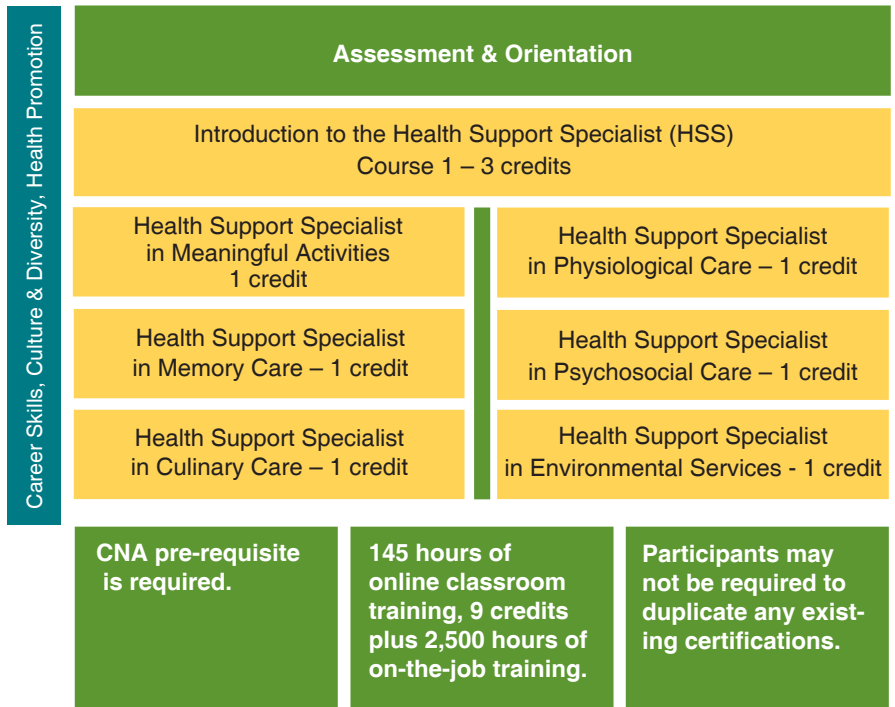
Organizations interested in taking the next steps to become a participating HSS Registered Apprenticeship sponsor site are encouraged to contact Aging Services of Minnesota.

Support

HSS was developed through, and has the full support of, Minnesota's largest older adult services association, Aging Services of Minnesota. Life-long learning opportunities and resources for caregivers are a hallmark of this highly respected organization.



HSS Curriculum



Health Support Specialist was developed in part through an innovation grant from HealthForce Minnesota – a Center of Excellence within the Minnesota State Colleges and Universities System. The Center is a collaborative partnership of educators, healthcare providers and the community, working to increase the number and expand the diversity of healthcare workers; integrate health science education practice and research; and build capacity for both education partners and the provider community to enhance care and services for all Minnesotans.



For further information, visit:

www.healthsupportspecialist.org

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