Alaska Core Competencies
Curriculum

Welcome!
Direct Care Workers

• This training is designed for direct care workers
• One of the largest and most important groups providing health and social services
• Make up a large portion of workers in community and home-based settings
• Provide services directly to individuals & families
• Receive most of their training “on the job”
### Known By Many Names

- Direct care workers
- Direct support workers
- Direct support professionals
- Technicians
- Paraprofessionals
- Counselors in Training
- Case managers
- Aides
- Residential counselors
- Nurse aides
- Home health aides
- Personal care assistants
- Personal assistants
- Personal care attendants
Direct Care Workers Are Employed In:

- Behavioral Health
  - Addictions
  - Adult Mental Health
  - Peer Support
  - Co-occurring
  - Infant and Child Mental Health
- Child Development
- Developmental Disabilities
- Long-term Care
- Juvenile Justice
- Traumatic Brain Injury
Competencies

• A “competency” is what is needed to complete a task.
• It takes a “set” of competencies to do a job
• Competency sets are made up of knowledge, skills, and attitudes

Photo credit: Alan Cleaver
Alaskan Core Competencies

- Alaskans believed that there was a set of “core” or “common” competencies shared by direct care workers from many areas of health and social services.
- They developed: a set of core competencies; this training program; and some tools for assessing competencies.
- Funded by Alaska Mental Health Trust Authority.
- Training coordinated by the Alaska Training Cooperative.
The Competencies

• Organized around 10 broad competency categories
• 42 individual *basic competencies*
• Defined by behavioral descriptors at three levels of performance: excellent, satisfactory, and unsatisfactory
• Do not cover *specialty competencies* that are unique to specific jobs, work settings, or types of work
Alaska Core Competencies:
Competency Category (Number Here)

“Competency Category Name Here”
Competency Category (Number Here): “Category Name Here”

“Competency Name Here”

Category Number and Competency Letter Here (e.g., 2C)
Levels of Performing the Competency

• The **Excellent** worker...

• The **Satisfactory** worker...

• The **Unsatisfactory** worker...

Behavioral Descriptors
Understanding the Levels

• Satisfactory
  – If you are performing at the satisfactory level, you are doing everything you are expected to do!

• Excellent = (think “Extra Credit”)
  – For those who want to go above and beyond what is expected.

• Unsatisfactory = below expectations
  – Needs improvement or unacceptable!
Which “Core” Competencies are Important for You?

• Many of the core competencies will apply to you – some will not

• Your employer determines what competencies you need and what you do at work!
Goals of this Training

• For Direct Care Workers
  – Improve your skills
  – Create greater job satisfaction

• For Employers (Current and Future)
  – Have workers who are better qualified/more competent (for current employers who offer the training)
  – Hire workers who have been trained in the core competencies

• All Alaskans
  – Have higher quality services
Review of the Training Program

• It contains different ways to learn:
  – Information will be presented
  – Discussion & role plays
  – Large group and small breakout groups

• Handouts
  – The competency participant workbook
  – Summary handout and special topic handouts

• Review of the training schedule
Your Responsibilities

• Attendance
• Active listening
• Contribute to the discussions
• Take a risk and volunteer for role plays
• Completion of satisfaction survey
• If this is not “working” for you, let the instructor know
ANY QUESTIONS?
Ice Breaker Time!