



# **Home & Community Based Support Services**

## **Workforce Development**

### **1994 home support (HBSS) service**

#### **Service:**

- **Simple service structure**
- **Largely household help**
- **Stable long term care clients**
- **Workers matched to clients by geography**

#### **Workforce:**

- **Ready supply of workers with domestic skills**
- **No training or supervision**
- **No client oversight by health professional**

## What has changed since then?

### Population changes:

- Ageing population and increase in chronic conditions
  - Increasing acuity & complexity
  - Increasing instability

### Service changes:

- Personal care for frail unstable clients
  - Increasing need for flexibility & responsiveness
  - Increasing need for integration of clinical & support services

### Workforce changes:

- Reduced workforce pool (reduced unemployment)
- Different competencies required with higher skill levels
  - Need for training & supervision

## **Service:**

- **Inflexible service model**
- **Historic under-funding**
- **Poor client oversight**
- **No integration with clinical services**

## **Workforce:**

- **Severe recruitment & retention Issues**
- **Ad hoc training**
- **No national qualifications or career framework**
- **Poor supervision/ minimal infrastructure**



## **What We Need Now**

- **NZ Disability / HOP Strategy implemented**
- **Appropriate services – flexible, support independence & self management**
  - **Acuity/complexity & chronic care issues**
- **Integrated clinical & support services**
- **Trained, supervised, supported workforce**

## What CCDHB is doing

- **Integrated care model**
- **Assessment, goal facilitation, service reviews**
- **CCC, providers & clients work closely together**
- **Integration of clinical & support services (boundaries)**
- **Package of Care contract requirements**

## POC support workforce management

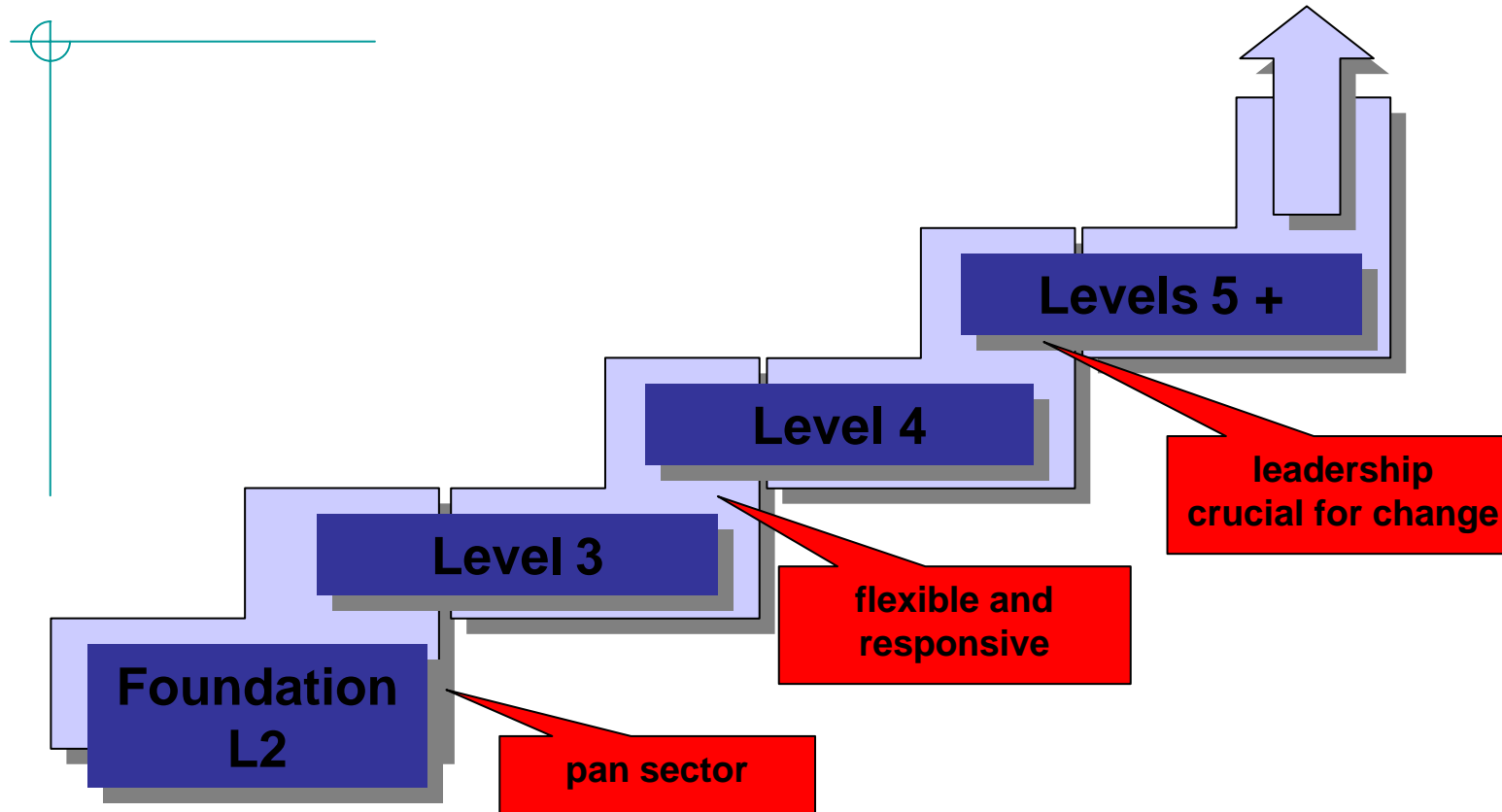
- **Adequate remuneration - including an adequate base rate, payment for direct travel costs**
- **Guaranteed minimum hours**
- **Training – national career pathway qualifications**
- **Supervision – health professional**
- **Connection to a team**
- **General recognition and support within the organization.**

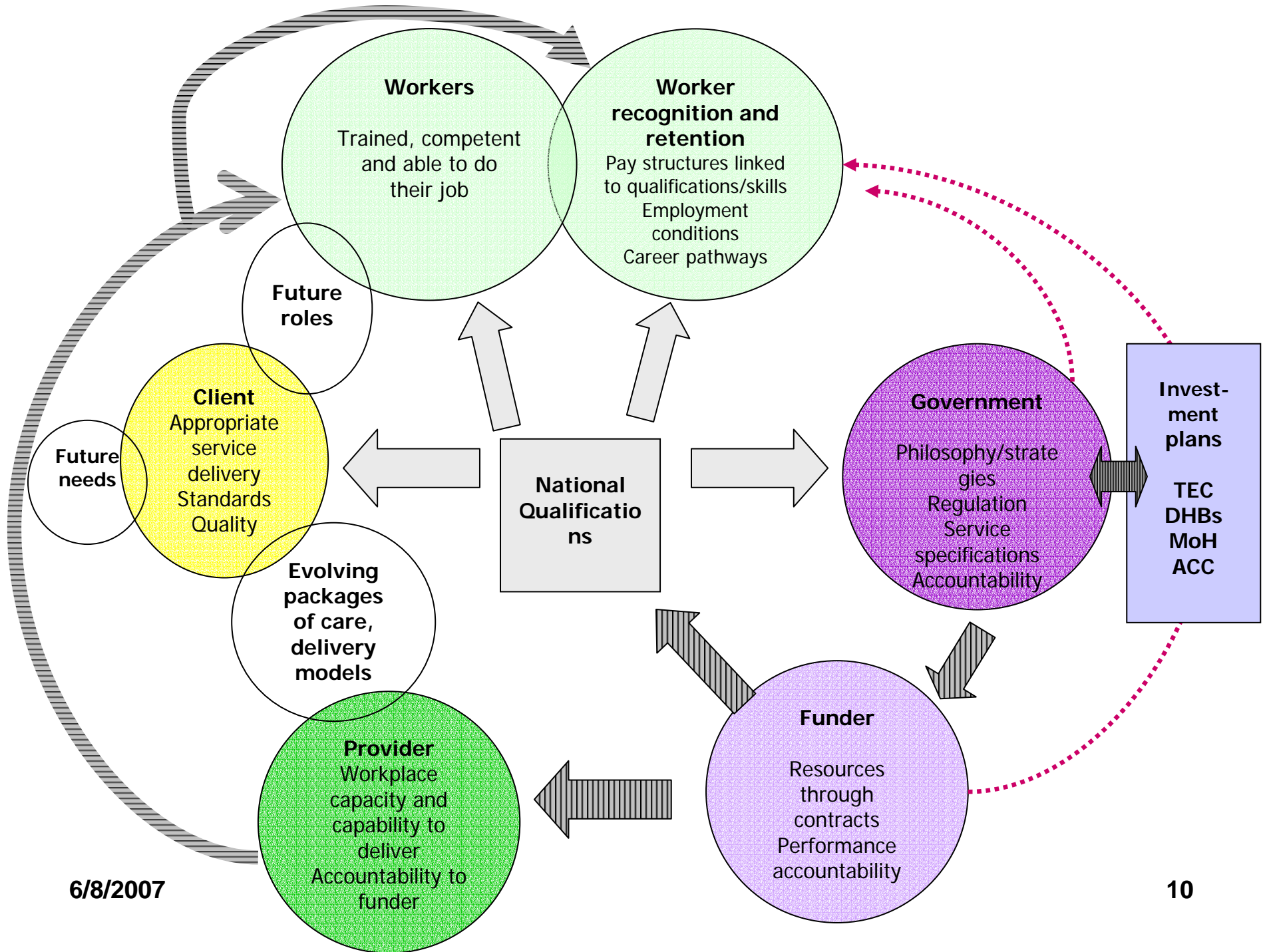
## **National Career Pathway Qualifications**

### **NZ Qualifications Framework - Career Pathway Qualifications:**

- **National Certificate in Community Support Services (Foundation Skills)**
- **National Certificate in Community Support Services - Home-based Restorative Option Level 3 (Working title)**

# National Career Pathway (Levels)





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## What does this mean?

- **Support workers have a vital role in the day-to-day lives of clients in the community**
- **They work within a framework for each client planned and supervised by health professionals**
- **This is a new model. Changing service models and workforce development takes time.**