THE 5 PILLARS OF DIRECT CARE JOB QUALITY

QUALITY TRAINING
• Training is accessible, affordable, and relevant to the job
• Content covers a range of relational and technical skills associated with quality care
• Competency-based, adult learner-centered instruction with opportunities for hands-on learning
• Programs account for cultural, linguistic, and learning differences
• Documentation and verification of program completion and/or certification, with connections to employment

FAIR COMPENSATION
• Living wage as a base wage
• Access to full-time hours
• Consistent scheduling and notice of scheduling changes
• Employer- or union-sponsored benefit plans
• Paid sick days and paid family and medical leave
• Grief support and bereavement leave
• Financial support and asset development programs
• Access to merit, longevity, and other base pay increases

QUALITY SUPERVISION & SUPPORT
• Clear presentation of job requirements, responsibilities, workflows, and reporting structures
• Consistent, accessible, and supportive supervision
• Access to personal protective equipment and other supplies to ensure worker and client safety
• Connection to peer mentors and peer support networks
• Connection to community-based organizations to address employment-related barriers

RESPECT & RECOGNITION
• Direct care workers reflected in organizational mission, values, and business plans
• Diversity, equity, and inclusion formalized in organizational practices
• Consistent feedback is given on work performance and retention is celebrated
• Opportunities for direct care workers to influence organizational decisions
• Clear communication about changes affecting workers, with opportunities for feedback
• Direct care workers empowered to participate in care planning and coordination
• Other staff trained to value direct care workers’ input and skills

REAL OPPORTUNITY
• Employer-sponsored continuous learning available to build core and specialized direct care skills
• Opportunities for promotion into advanced direct care roles with wage and title increases
• Organizational commitment to cross-training workers and promoting from within
• Connections to external training and job development programs for other health care and social service careers