



# Health Care Support Worker (HCSW) Competency Assessment Tool

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## The Core Competency Profile

The core competencies outlined in this document has been adapted from the B.C. Health Care Assistants Core Competency Profile updated version April 2023. While your current focus is on specific competencies relevant to the Health Care Support Worker (HCSW) role, it is anticipated that, upon completion of the program, adherence to all competencies will be expected. This document highlights the particular competencies that HCSWs must demonstrate during the course of their responsibilities.

The HCA Core Competency Profile has been arranged into six separate categories:

1. Health and Caring
2. Plan of care
3. Communication
4. Interdisciplinary Team Care
5. Safety
6. Responsibility, Accountability, and Ethical Behaviour

## 1.0 Competency: Health and Caring

An essential practice requirement for HCSWs is to promote and maintain health in a caring manner. One of the primary functions is to provide care and support that promotes the physical, psychological, cognitive, social, and spiritual well-being of persons and their families. This competency requires an HCSW to:

Criteria		Have I completed this?	Date Completed
1.1	Demonstrates compassionate, culturally safe and sensitive care with the Person and their family.		
1.2	Recognizes and respects the uniqueness, diversity, rights, and concerns of the Person and their family.		
1.4	Demonstrates the ability to observe and report within the parameters of their work.		
1.5	Organizes and uses time efficiently.		
1.6	Recognizes the effect of illness, behaviour, stress, and disability on the Person and their familial relationships.		
1.9	Demonstrates an understanding of how the HCAs practice affects the overall quality of care provided to Persons in the assigned work setting.		

## 2.0 Competency: Plan of Care

An essential practice requirement for HCSW is the provision of care in a manner that recognizes and supports the unique needs, abilities, and backgrounds of the Person. Care activities are directed towards supporting, promoting, and maintaining the health, safety, independence, comfort, and well-being of persons in all care settings. This competency requires an HCSW to:

Criteria		Date Completed	Initials of Mentor/Mentee
2.2	Assists the Person and their family to be involved in care activities and self-care activities as appropriate.		
2.3	Understands and demonstrates the principles of Person-centered care and promoting independence.		
2.4	Demonstrates the ability to observe and report within the parameters of their work.		
2.5	Organizes and uses time efficiently.		

### 3.0 Competency: Communication Skills

An essential practice requirement for HCSWs is the ability to communicate effectively with the Person, their families, and other team members. As front-line workers, it is critical that HCSWs are also able to develop and maintain effective caring relationships with the Person and their families. This competency requires an HCSW to:

Criteria		Date Completed	Initials of Mentor/Mentee
3.1	Use person-centered language and culturally safe and sensitive manner with the Person, their family, and the health care team.		
3.2	Demonstrate proficiency in verbal and nonverbal, and the use of English language through in-person communication.		
3.3	Demonstrate the ability to use current computer technology in accordance with workplace standards (e.g., checking work email, Learning Hub, VCH policies etc.)		
3.6	Demonstrate knowledge and understanding on how to communicate effectively with the person with cognitive and mental health challenges.		
3.61	Recognize triggers early and responds appropriately to deescalate the situation within parameters of their work.		
3.7	Appropriately communicate information about the Person's needs while respecting confidentiality within the applicable legislation and regulations (e.g., pursuant to <a href="#">Personal Information Protection Act (PIPA)</a> , <a href="#">Freedom of Information and Protection of Privacy Act</a> , <a href="#">Health Care (Consent) and Care Facility (Admission) Act</a> , and <a href="#">Health Care Consent Regulation</a> ).		
3.8	Utilize active listening to communicate respectfully and compassionately with the Person, their family, and health care team member(s).		

## 4.0 Competency: Interdisciplinary Team Care

An essential requirement of the HCSW practice is the ability to work collaboratively with all members of the health care team to reach a common goal in the provision of safe, competent, and ethical care to the Person and their families. This competency requires an HCSW to:

Criteria		Date Completed	Initials of Mentor/Mentee
4.1	Work collaboratively with other health care team to ensure appropriate care to the person.		
4.2	Demonstrate the ability to communicate changes in the person's health status promptly and as required at team meetings (e.g., changes in intake during meals etc.).		
4.3	Follow up with appropriate member(s) of the team to ensure reported needs have been acted upon, within parameters of their work.		
4.4	Recognize when to ask for help and seek clarification when a situation changes or directions are not clear.		
4.5	Recognize and demonstrate an understanding of the role of the health care team and the role of the HCSW and HCA within the team.		
4.6	Articulate and maintain values and best practices as it relates to the Person.		
4.7	Understand when to seek help from other members of the health care team when care demands exceed the HCSW role and/or personal competence.		
4.8	Recognize and respect diversity within the health care team.		
4.9	Participate in discussions regarding the Person, contributing relevant observations and information.		
4.10	Use appropriate strategies in providing and receiving feedback within the health care team.		

## 5.0 Competency: Safety

An essential practice requirement for HCSWs relates to providing care and services that promote and maintain safety and well-being of the person and families in addition to attention to personal safety and job stressors. This competency requires an HCSW to:

Criteria		Date Completed	Initials of Mentor/Mentee
5.1	Promote and recognize safety risks and implement appropriate safety measures.		
5.2	Adhere to health and safety standards.		
5.3	Demonstrate correct use of body mechanics at all times.		
5.5	Respond appropriately to a Person's behaviors to prevent injury to Person, self and others.		
5.6	Recognize the importance of self-care and demonstrate the ability to care for oneself using health and wellness strategies and musculoskeletal injury prevention (MSIP) techniques.		
5.8	Recognize, prevent and respond to potential or suspected abuse, neglect and self-neglect.		
5.9	Recognize and address potential hazards, including falls, suicidal tendencies, and choking. HCSWs should be conscious of their limitations and understand when and how to respond, as well as to whom they should report concerns.		
5.10	Demonstrate effective infection control practices.		
5.11	Implement preventative measures to mitigate harm to self and others (falls, safe mobilization, etc.).		



## 6.0 Competency: Responsibility, Accountability and Ethical Behaviour

An essential practice requirement for HCSWs is to perform their job in an ethical, responsible, and accountable manner. Since HCSWs and HCAs are neither licensed nor monitored by a regulatory body, they do not have a legally defined scope of practice. Therefore, it is imperative that HCSWs have a thorough understanding of the expectations and parameters of their work-related roles and responsibilities. This competency requires an HCSW to:

Criteria		Date Completed	Initials of Mentor/Mentee
6.1	Reflect on and understand personal values and attitudes, and their potential effects on the Person in establishing a successful person-caregiver relationship.		
6.2	Understand and apply policies and guidelines to respect of the person (e.g., privacy, confidentiality, and issues of litigation).		
6.3	Demonstrate an understanding of ethical standards and legal requirements expected in the provision of care (e.g., Bill of Rights)		
6.4	Take responsibility for their own performance and actions.		
6.5	Demonstrate the ability to self-evaluate based on “best practices” and make improvements in own practice, as needed.		
6.6	Incorporate new knowledge into the Person’s care and share knowledge with others.		
6.7	Understand the value and need for continued learning.		
6.8	Demonstrate an awareness of appropriate boundaries in provider-Person and provider-family relationships and maintain those professional boundaries.		
6.9	Educate others about the roles and responsibilities of HCSWs.		
6.10	Recognize current abilities and seek guidance as appropriate.		
6.11	Demonstrate the ability to evaluate the effectiveness of own actions.		

## References

Adapted from B.C. Health Care Assistants Core Competency Profile

[https://www.health.gov.bc.ca/library/publications/year/2014/HCA-Core-Competency-Profile\\_March2014.pdf](https://www.health.gov.bc.ca/library/publications/year/2014/HCA-Core-Competency-Profile_March2014.pdf)