

Essential Elements of a Quality Job for Caregivers

For direct-care workers throughout the United States, providing the highest quality care to long-term care consumers is only possible when their jobs provide fair compensation, opportunities for professional growth, and adequate support. A network of organizations, believing in the basic principle of "quality care through quality jobs," has adopted the following principles that define the essential elements of a high-quality direct-care job.

Compensation

- Family-sustaining **wages**
- Affordable **health insurance** and other family-supportive benefits
- **Full-time hours** if desired, stable work schedules, balanced workloads, and no mandatory overtime

Opportunity

- **Excellent training** that helps each worker develop and hone *all* skills—both technical and relational—necessary to support long-term care consumers
- **Participation in decision making**, acknowledging the expertise that direct-care workers contribute, not only to workplace organization and care planning, but also to public policy discussions that impact their work
- **Career advancement** opportunities

Support

- **Linkages** to both organizational and community services, as well as to public benefits, in order to resolve barriers to work
- **Supervisors** who set clear expectations and require accountability, and at the same time encourage, support, and guide each direct-care worker
- **Owners and managers**, willing to lead a participative, ongoing "quality improvement" management system—strengthening the core caregiving relationship between the long-term care consumer and the direct-care worker



To learn more about the *Quality Care through Quality Jobs* movement, the "Essential Elements of Quality Long-Term Care," and the network of organizations and programs that are transforming long-term care in communities throughout the United States, see www.phi-qcjq.org