

# OCCUPATIONAL QUALIFICATION STANDARD

## Care Worker, EstQF Level 3

An occupational qualification standard is a document which describes the set of skills, knowledge and attitudes, i.e. competence requirements, needed to successfully accomplish duties. Occupational qualification standards are used for compiling curricula and awarding qualifications.

Occupational title	Level of Estonian Qualifications Framework (EstQF)
Care Worker, EstQF Level 3	3

### Part A DESCRIPTION OF WORK

#### A.1 Description of work

Care Worker, Level 3 is a professional with specialised training who has acquired the knowledge and skills required to care for a patient based on a plan (e.g. rehabilitation plan or care plan).

A Care Worker works in the welfare and health care sector. Their duties involve supporting and assisting those in need in leading a dignified life and achieving the highest possible quality of life. They help to take care of physical, social and physical needs.

Care Worker, Level 3 works with people of different ages and cultures who need help and care due to their living situation or for other reasons.

They base their work on the person as a whole, taking into account their client's needs, resources, ability to cope and beliefs when supporting their independence. A Care Worker follows human rights, work ethics and principles of equal treatment in their work.

They communicate and cooperate with the person in need, their relatives and other professionals in the network. Continuous professional development and lifelong learning are important in the work of a Care Worker.

There is also an occupational qualification standard for Care Worker, Level 4.

#### A.2 Tasks

The occupational qualification standard for Care Worker, Level 3 consists of the following tasks and areas of work:

##### A.2.1 Assisting with housing and care activities

1. Planning and carrying out care activities.
2. Raising awareness of healthy eating and monitoring nutrition and food hygiene.
3. Monitoring nutrition.
4. Assessing the suitability and comfort of clothes.
5. Instructing and assisting with hygiene and beauty activities.
6. Providing support and guidance regarding sexual behaviour.
7. Carrying out care activities.
8. Procuring medicines.
9. Assisting nurses with nursing jobs.
10. Caring for a dying person or supporting and mentoring relatives on how to care for a dying person.

##### A.2.2 Arranging household duties

1. Providing laundry and cleaning services.
2. Organising household work.

##### A.2.3 Providing first aid

1. Determining health status.
2. Providing first aid in the event of illnesses, accidents or trauma.
3. Performing resuscitation.

<b>A.3 Work environment and specific nature of work</b>
A Care Worker works in the community or in welfare and health care institutions (social centre, hospital, care home etc.). Work can be scheduled, including weekends and nights. Work is emotionally intense and physically demanding and involves working both individually and in a team.
<b>A.4 Tools</b>
A Care Worker uses appropriate aids, protection, care and cleaning tools, household equipment and, where appropriate, a variety of information technology and communication tools.
<b>A.5 Personal qualities required for work: abilities and characteristics</b>
A Care Worker is empathetic, responsible, conscientious, caring, trustworthy and honest. They are cooperative and have good communication skills. The work of a Care Worker requires a highly moral attitude and values as well as stress and general tolerance.
<b>A.6 Professional preparation</b>
Care Worker, Level 3 has usually completed professional training and gained practical skills during work.
<b>A.7 Most common occupational titles</b>
Care worker, carer, social carer.
<b>A.8 Regulations governing profession</b>
Working as a Care Worker is governed by the Social Welfare Act.

## **Part B**

### **COMPETENCY REQUIREMENTS**

<b>B.1 Structure of occupation</b>
The occupational qualification standard of Care Worker, Level 3 consists of four competences. Competences B.2.1- B.2.3 and B.2.4 (recurring competence) must be certified during the application process for the qualification of Care Worker, Level 3.

<b>B.2 Competences</b>
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#### **MANDATORY COMPETENCES**

<b>B.2.1 Assisting with housing and care activities</b>	<b>EstQF Level 3</b>
<p>Performance indicators:</p> <ol style="list-style-type: none"> <li>1) plans and carries out necessary care activities based on the care plan and condition of the person being cared for;</li> <li>2) explains the principles of healthy eating, taking into account the nutritional needs and characteristics of the person; determines if food is past its best and monitors food hygiene, taking into account health protection requirements; considers the needs and wishes of the person in need and, where possible, value for money, when acquiring food;</li> <li>3) monitors the eating habits of the client based on their condition, instructs and feeds the client if necessary; takes into account cultural and religious differences in dietary practices and care;</li> <li>4) assesses the suitability and comfort of clothing based on the client's health, special needs, weather, room and body temperature; assists and guides the person in need on how to dress and, if necessary, dresses the person using appropriate aids;</li> <li>5) guides, assists and, if necessary, carries out hygiene procedures using appropriate aids; arranges beauty services (e.g. manicure, pedicure and hairdresser) if needed;</li> <li>6) guides and supports the person in need in expressing their sexuality;</li> <li>7) performs various care duties according to the instructions (measuring body temperature, heart and breathing rate, blood sugar and blood pressure; care of pressure sores and skin; bandaging; etc.) taking into account the health status and using appropriate tools; documents care duties;</li> <li>8) acquires medications based on the instructions from the doctor, the basics of pharmacology and the condition of the person in need; observes and assists with administering medicines;</li> </ol>	

9) assists with nursing duties according to the instructions; 10) cares for the dying person if needed or supports and mentors relatives about how to care for the dying person; takes part in caring for the body after death, respecting professional ethics and cultural traditions.	
<b>B.2.2 Arranging household duties</b>	<b>EstQF Level 3</b>
Performance indicators: 1) plans and performs housekeeping, cleaning and tidying up, taking into account modern cleaning principles and requirements for the use of household chemicals in accordance with the manufacturer's instructions on the product label; motivates the person in need to participate in these activities considering their needs and abilities; uses personal protective equipment; 2) arranges household chores, minor repairs and home appliance repairs.	
<b>B.2.3 Providing first aid</b>	<b>EstQF Level 4</b>
Performance indicators: 1) determines the health status of the person in need by assessing their consciousness, breathing and heart rate, and taking into account their special needs; 2) provides first aid in cases of illnesses, accidents and trauma taking into account the medical condition and/or the extent of the trauma and, if necessary, calls for assistance; uses first aid techniques and equipment as appropriate; 3) resuscitates the person in a state of clinical death considering their medical condition, calls for assistance.	

## RECURRING COMPETENCES

<b>B.2.4 Recurring competences of Care Worker, Level 3</b>	<b>EstQF Level 3</b>
Performance indicators: 1) uses Estonian in their work at the B1 level, understands and speaks Russian at the A2 level (see Annex 1 for language skills level descriptions); 2) uses the following domains of digital skills: information management, online communication, content creation and safety (see Annex 2 for digital skills); is able to use professional hardware and software; 3) applies the principles of equality and diversity in their work; respects those in need, their life experience, choices and preferences; adheres to the values underpinning quality care: dignity, respect, privacy and confidentiality; acts in accordance with ethical principles; 4) takes responsibility for their actions and continuous professional development, adheres to work agreements; notes situations where their knowledge, skills and competence are insufficient and calls for help when needed; 5) monitors related legislation; handles client-related data in accordance with data protection rules, meets confidentiality requirements; 6) adheres to occupational health and safety rules and the requirements of safety equipment; 7) uses ergonomic techniques when performing care duties; 8) sets clear objectives; selects the means and resources for performing their duties; uses time efficiently; adheres to deadlines and the work timetable; 9) uses resources appropriately and economically, acts in accordance with the available resources and environment; 10) deals with the problems of the person in need, following the legal basis of welfare work; assesses the social network of the person and assists with communicating with the network when needed; 11) takes into account the health status and coping mechanisms of the person in need following the instructions given in relation to the physical, mental and social environment; takes into account the extent and changes in the need for assistance according to the health condition, special needs, background and habits of the person in need; 12) organises and, if possible, adapts a safe environment according to the condition and needs of the person, taking into account the given instructions; assists and supports the person in need in organising their daily life and meeting their needs based on their condition and the given instructions, sparing themselves and the environment; 13) notes the need to use an assistive device due to a decline in abilities, assists in the purchase of the device and instructs the person in need to use it as directed; 14) selects communication methods based on the target group; uses appropriate forms and means of communication to establish a trusting relationship with the person in need, their family, caregivers and others.	
Assessment method(s):	

Recurring competences are evaluated as part of the assessment of the other competences listed in the occupational qualification standard.

## Part C GENERAL INFORMATION AND ANNEXES

<b>C.1 Information concerning compilation and certification of occupational qualification standard and reference to classification of occupations</b>	
1. ID of occupational qualification standard in register of occupational qualifications	25-18122019-01/8k
2. Occupational qualification standard compiled by:	Terje Kraanvelt, Eesti Sotsiaalasutuste Juhtide Nõukoda, Iru Hooldekodu Kersti Kask, Sotsiaalkindlustusamet Merike Kravets, Tallinna Tervishoiu Kõrgkool Maarika Kärp, Eesti Sotsiaaltöö Assotsiatsioon Jaanika Luus, Koduhoolduskeskus Certis, Mustamäe Päevakeskus Iris Meristo, Kristiine Tegevuskeskus Erika Pärnala, Eesti Õdede Liit hooldustöötajate seltsing
3. Occupational qualification standard approved by:	Social Care
4. No. of decision of Sectoral Council	15
5. Date of decision of Sectoral Council	18.12.2019
6. Occupational qualification standard valid until	08.10.2024
7. Occupational qualification standard version no.	8
8. Reference to International Standard Classification of Occupations (ISCO 08)	5321 Health Care Assistants
9. Reference to European Qualifications Framework (EQF)	3
<b>C.2 Occupational title in foreign language</b>	
English:	Care Worker, EstQF Level 3
<b>C.3 Annexes</b>	
Lisa 1 <a href="#">Language skills level descriptions</a>	
Lisa 2 <a href="#">Digital Skills</a>	