

OCCUPATIONAL QUALIFICATION STANDARD

Care Worker, EstQF Level 4

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 4	4

Part A DESCRIPTION OF WORK

<p>A.1 Description of work</p> <p>A Care Worker is a professional with specialised training who has acquired the knowledge and skills required to care for and instruct a patient based on a plan (e.g. rehabilitation plan or care plan).</p> <p>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 mental needs, providing guidance and support.</p> <p>Care Worker, Level 4 works with people of different ages and cultures who need help and care due to their living situation or for other reasons.</p> <p>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.</p> <p>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.</p> <p>There is also an occupational qualification standard for Care Worker, Level 3.</p>
<p>A.2 Tasks</p> <p>The occupational qualification standard for Care Worker, Level 4 consists of the following tasks and areas of work:</p> <p>A.2.1 Assisting with housing and care activities</p> <ol style="list-style-type: none"> 1) Creating and, where possible, adapting a safe environment. 2) Planning and carrying out care activities. 3) Raising awareness of healthy eating and monitoring nutrition and food hygiene. 4) Monitoring nutrition. 5) Assessing the suitability and comfort of clothes. 6) Instructing and assisting with hygiene and beauty activities. 7) Supporting activities that boost physical, mental and social activity levels. 8) Providing support and guidance regarding sexual behaviour. 9) Carrying out care activities. 10) Procuring medicines. 11) Assisting nurses with nursing jobs. 12) Organising rehabilitative, social and health services that support daily management. 13) Caring for a dying person or supporting and mentoring relatives on how to care for a dying person. <p>A.2.2 Arranging household duties</p> <ol style="list-style-type: none"> 1) Providing laundry and cleaning services. 2) Organising household work. <p>A.2.3 Working with children</p> <ol style="list-style-type: none"> 1) Noting problems that children and their families are having.

- 2) Noting problems that children and their families are having.
- 3) Supporting children and their families in shaping values.
- 4) Supporting the activation of a social network.

A.2.4 Working with the elderly

- 1) Evaluating the effect of physical, mental and social changes.
- 2) Supporting and guiding in coping with daily activities.
- 3) Noting health problems.

A.2.5 Working with people with special needs

- 1) Evaluating problems and finding solutions.
- 2) Motivating.
- 3) Instructing on how to use assistive devices.
- 4) Providing support in fulfilling a rehabilitation plan.

A.2.6 Communicating

- 1) Dealing with problems and finding solutions.
- 2) Assessing ability to interact with a social network.
- 3) Noting conflict and finding solutions.
- 4) Choosing appropriate modes of communication.
- 5) Communicating with people from different backgrounds and cultures and with different views on life.
- 6) Preventing conflict.
- 7) Resolving problems.

A.2.7 Providing first aid

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

Elective areas of work

A.2.8 Managing teamwork and providing supervision

- 1) Managing teamwork.
- 2) Supporting colleagues.
- 3) Delegating work.

A.3 Work environment and specific nature of work

A Care Worker works in the community or in welfare and health care institutions. Work can be scheduled, including weekends and nights. Work is emotionally intense and physically demanding and involves working both individually and in a team.

A.4 Tools

A Care Worker uses appropriate aids, protection, care and cleaning tools, household equipment and, where appropriate, a variety of information technology and communication tools.

A.5 Personal qualities required for work: abilities and characteristics

A Care Worker is empathetic, responsible, caring, trustworthy and honest. It is important for them to be conscientious in their work. They are cooperative and have good communication skills. The work of a Care Worker requires a highly moral attitude, people-centred values and stress and general tolerance. In addition, assertiveness, analytical thinking skills, perseverance and consistency are also important.

A.6 Professional preparation

Care Worker, Level 4 has usually completed a care work degree at the vocational or secondary vocational education level or has acquired practical skills during work and completed professional training.

A.7 Most common occupational titles

Care worker, carer, social carer.

A.8 Regulations governing profession

Working as a Care Worker is governed by the Social Welfare Act.

Part B COMPETENCY REQUIREMENTS

B.1 Structure of occupation

The occupational qualification standard for Care Worker, Level 4 consists of the following tasks and areas of work: Mandatory competences B.2.1-B.2.7 and recurring competence B.2.9 must be certified during the application process for the qualification of Care Worker, Level 4. In addition, elective competence B.2.8 may also be certified.

B.2 Competences

MANDATORY COMPETENCES

B.2.1 Assisting with housing and care activities	EstQF Level 4
<p>Performance indicators:</p> <ol style="list-style-type: none"> 1) creates and, if possible, adapts a safe environment to the person in need based on their condition and needs, taking into account the care plan; introduces assistive devices and possibilities to obtain these, providing guidance on usage; 2) plans and carries out necessary care activities based on the care plan and condition of the person being cared for; 3) informs the person in need of healthy eating and food hygiene in accordance with the basic principles of nutrition education, 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; 4) 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; 5) 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; 6) guides, assists and, if necessary, carries out hygiene procedures using appropriate aids; arranges beauty services (e.g. manicure, pedicure and hairdresser) if needed; 7) stimulates the physical, mental and social activities of the person; 8) guides and supports the person in need in expressing their sexuality; 9) performs various care duties according to the instructions (e.g. 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 by using appropriate tools; documents care duties; 10) acquires medications based on the instructions from the doctor, the basics of pharmacology and the condition of the person in need; observes and assists the person with administering medicines; if necessary, administers them according to the instructions given; 11) assists with nursing duties according to the instructions; 12) organises rehabilitative, social and health services that support daily management together with other specialists in the network, based on the list of services provided by legislation; 13) 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.2.2 Arranging household duties	EstQF Level 3
<p>Performance indicators:</p> <ol style="list-style-type: none"> 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.2.3 Working with children	EstQF Level 4
Performance indicators: 1) notes the problems children and their families are having, evaluates their need for help and supports them with onward referral to a specialist, as needed, relying on the requirements of child protection legislation; 2) supports the daily or financial coping of a family with children by providing guidance on family budgeting; 3) supports the child and family in shaping values and getting involved and orienting in society; 4) supports the involvement of a social network in alleviating or resolving the child's or family's problems.	
B.2.4 Working with the elderly	EstQF Level 4
Performance indicators: 1) assesses the effects of physical, psychological and social changes that occur with aging on daily coping based on abilities and environment; 2) supports and assists the elderly in their daily activities, maintaining their independence and self-control as much as possible; 3) notes health problems based on the fundamentals of geriatrics, helps the elderly in coping with health problems.	
B.2.5 Working with people with special needs	EstQF Level 4
Performance indicators: 1) notes problems related to special needs and looks for services and support to alleviate them; informs the required specialist based on the system and proceeds according to the instructions received; 2) motivates and supports the person in setting goals and making decisions (choosing a place to work and live, continuing education, maintaining relationships, taking care of their health, etc.) taking into account their age, disability, daily coping and environment; 3) introduces opportunities to obtain assistive devices, helps with the procedure, motivates and instructs the person with special needs and their family members on how to use the device; notes the need to adapt the living environment of the person and makes necessary proposals, involving other specialists if needed; 4) supports the person in the fulfilment of their rehabilitation plan.	
B.2.6 Communicating	EstQF Level 4
Performance indicators: 1) dealing with the problems of the person in need and being oriented towards solving them, following the legal basis of welfare work; 2) assesses the social network and supports the person in need when interacting with the network, if needed; 3) notes conflict situations and finds suitable solutions for the person in need using appropriate means of communication (incl. alternative communication possibilities and sign language); 4) selects a communication method according to the target group; uses appropriate forms and means of communication to establish a relationship of trust with the client, their family members, caregivers and others; 5) communicates effectively with people from different backgrounds and cultures and with different views on life; 6) prevents conflicts using a suitable method derived from communication psychology; 7) solves problems within the limits of their competence by listening actively and emphatically to the person in need.	
B.2.7 Providing first aid	EstQF Level 4
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.	

OPTIONAL COMPETENCES

In addition, elective competence B.2.8 may also be certified.

B.2.8 Managing teamwork and providing supervision	EstQF Level 4
Performance indicators:	

- 1) plans and organises teamwork, taking into account the specific nature of their organisation and the needs of their clients; supervises the working group in accordance with the assigned tasks and work allocation and cooperates with representatives of related supportive fields, using appropriate methods;
- 2) supports colleagues in identifying and assessing problems that may arise in their work and in selecting appropriate measures to address them; behaves in a self-confident manner, considering the foundations of communication psychology;
- 3) delegates work in an appropriate and fair manner, with regard to the competence of their staff; motivates colleagues.

RECURRING COMPETENCES

B.2.9 Recurring competences of Care Worker, Level 4	EstQF Level 4
<p>Performance indicators:</p> <ol style="list-style-type: none"> 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. <p>Assessment method(s):</p> <p>Recurring competences are evaluated as part of the assessment of the other competences listed in the occupational qualification standard.</p>	

Part C GENERAL INFORMATION AND ANNEXES

C.1 Information concerning compilation and certification of occupational qualification standard and reference to classification of occupations	
1. ID of occupational qualification standard in register of occupational qualifications	25-18122019-02/11k
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, Koduhoiduskeskus 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.	11
8. Reference to International Standard Classification of Occupations (ISCO 08)	5321 Health Care Assistants
9. Reference to European Qualifications Framework (EQF)	4
C.2 Occupational title in foreign language	
English:	Care Worker, EstQF Level 4
Finnish:	Lähihoitaja
Russian:	работник по уходу
C.3 Annexes	
Lisa 1 Language skills level descriptions	
Lisa 2 Digital Skills	