

# Caregiver Career Path

## Overview

This structured, three-level career path allows Care Professionals to grow their skills, increase responsibility, and earn advancement opportunities while maintaining commitment to quality care and professional integrity.

## Level 1 - Personal Care Aide (PCA) | Foundation

### Role

Entry-level role providing basic non-medical assistance to clients, focusing on activities of daily living (ADLs) and companionship.

### Training

- Company orientation & mission/values
- Introduction to home care industry standards
- ADL assistance (bathing, grooming, dressing, toileting)
- Safe transfers & mobility support
- Meal preparation and nutrition basics
- Light housekeeping & infection control
- Dementia care basics
- Professional conduct & ethics in client homes
- Documentation and reporting
- Effective communication with clients, families, and office staff

### Requirements for Advancement to Level 2

- 6-12 months of service with positive performance reviews
- Completion of Level 1 skills checklist
- Demonstration of professionalism, reliability, and compassion
- Client and family positive feedback
- Desire and readiness for further training

## Level 2 - Senior Care Assistant (SCA) | Enhanced Skills

### Role

Experienced aide capable of handling more complex client situations, mentoring new PCAs, and acting as a trusted liaison between clients, families, and company leadership.

## Training

- Advanced personal care techniques
- Memory care & Alzheimer's/dementia best practices
- Managing challenging behaviors
- Communication skills with family members under stress
- Elder abuse, neglect, and mandatory reporting
- Recognizing changes in client condition
- Fall prevention strategies
- Mentoring and training new staff
- Time management & problem-solving in the field
- Introduction to leadership principles (servant leadership)

## Requirements for Advancement to Level 3

- Minimum 12-18 months as a Senior Care Assistant
- Completion of advanced skill workshops
- Consistent documentation excellence
- Demonstration of leadership qualities and peer mentorship
- Management recommendation

# Level 3 - Care Team Leader (CTL) | Leadership Plan

## Role

Field-based leadership role assisting with oversight of cases, mentoring caregivers, supporting care plan success, and serving as a communication bridge between the field and office staff.

## Training

- Advanced leadership, communication, and conflict resolution
- Client care planning basics (non-medical scope)
- Monitoring service quality and providing feedback
- Coaching caregivers through difficult situations
- De-escalation techniques for family/client issues
- Facilitating team meetings or care conferences
- Introduction to scheduling and office operations
- Supporting new caregiver onboarding
- Professional development and ongoing servant leadership

## Additional Opportunities

- Participate in specialized training (e.g., hospice, Parkinson's, end-of-life care)
- Eligibility for additional pay differential or bonuses
- Pathway to office roles (Care Coordinator, Scheduler, Supervisor)