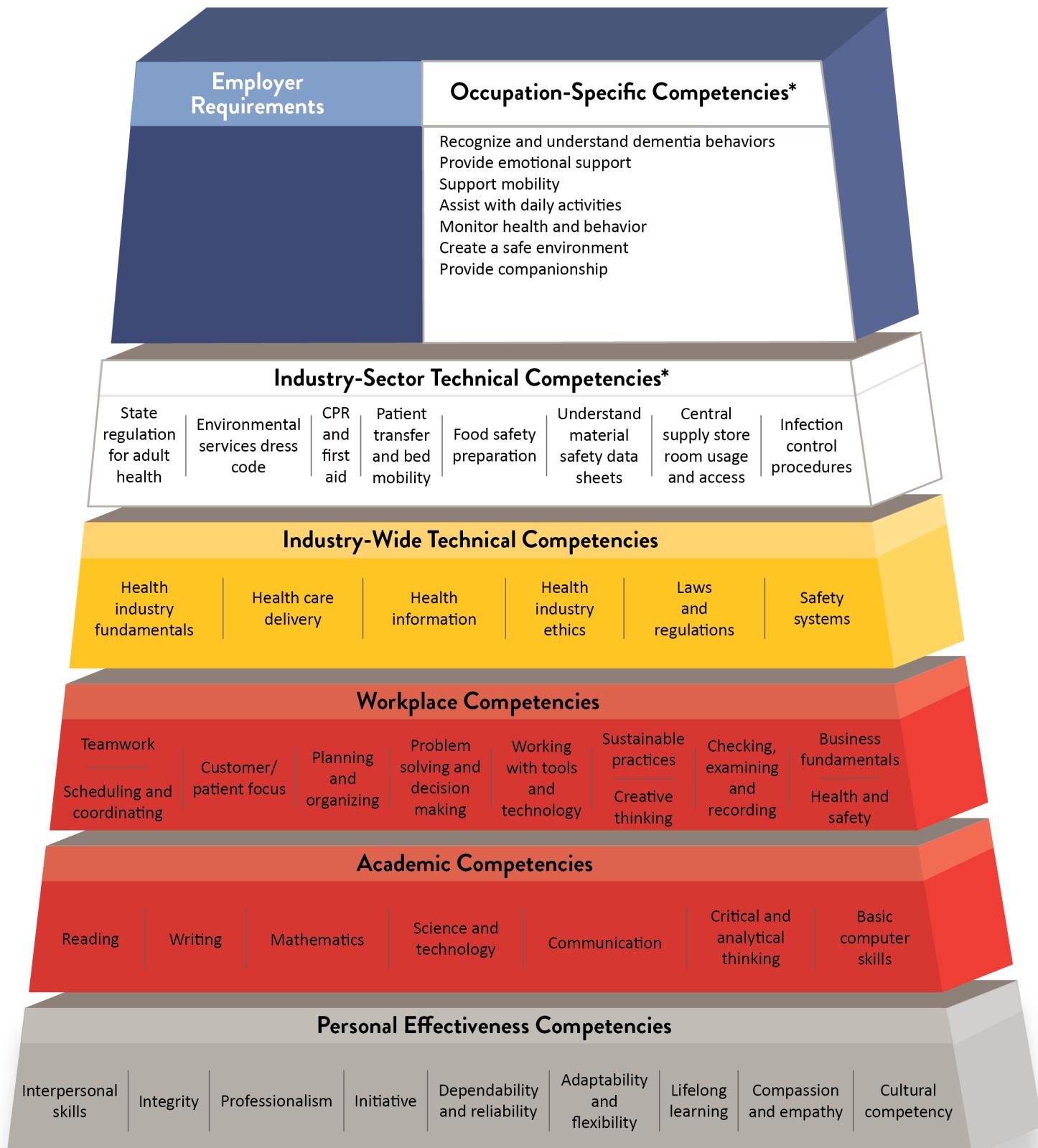


Minnesota Dual-Training Pipeline

Competency Model for Health Care Services

Occupation: Health Support Specialist



Based on: Fundamentals of Health Care Competency Model, Employment and Training Administration, United States Department of Labor, February 2025. For more detailed information about competency model creation and sources, visit dli.mn.gov/business/workforce/health-care-services.



Competency Model for Health Support Specialist

Health Support Specialist – A cross-trained employee in all areas of caring for older adults including memory care, culinary care, environmental services, meaningful activities, physiological care, and psychosocial care.

*Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job (OJT) training opportunities.

Industry-Sector Technical Competencies

Related Instruction for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **State regulation for adult health** – Knowledge of the governing state regulations for the safe delivery of Adult Health Care.
- **Environmental services dress code** – Awareness of requirements of appropriate work attire to maintain safe and healthy environments for workers and clients.
- **CPR and first aid** – Training in first aid and cardiopulmonary resuscitation (CPR) certification.
- **Patient transfer and bed mobility** – Learn to assess a patient's mobility status, to identify equipment options for safely mobilizing the patient to beds/chairs/toilet and determine the mobility level of the patient.
- **Food safety preparation** – Understand the importance of proper food handling procedures and hygiene practices surrounding meal preparation and serving.
- **Understand material safety data sheets** – Learn how to read and use the information on Material Safety Data Sheets (MSDS).
- **Central supply storeroom usage and access** – Understand proper supply room procedures and use of products found there.
- **Infection control procedures** – Understand and practice infection control to ensure a sanitary environment for clients. Knowledge of basic hand washing, gloving, waste disposal and infection containment procedures.

Occupation-Specific Competencies

On-the-Job Training is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Recognize and understand dementia behaviors** – Understanding of diseases that cause dementia and how to care and interact with older adults affected by such conditions.
- **Provide emotional support** – Understand the human values necessary to implement person-centered care, listen to and support patient emotions, and understand the vital elements for older adults to maintain quality of life.
- **Support mobility** – Demonstrate knowledge of movement potential of the various joints of the body and how to properly assist older adults with limited range.
- **Assist with daily activities** – Assist older adults with dining, housekeeping, laundry, dressing and grooming, bathing and hygiene and if necessary, offer support for patients with splints and braces for injuries and/or support.
- **Monitor health and behavior** – Know how to assist medical team with keeping watch for changes in health and/or behavior and reporting those changes to care team.
- **Create a safe environment** – Know how to establish an environment that is clean, avoids hazards and promotes patient well-being.
- **Provide companionship** – Know how to be a supportive person in the life of the patient and when possible be available to engage, interact and listen to the patient.

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