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Caring for Yourself and Your Career



1. Discuss different types of careers in the healthcare field

There are many jobs available within the healthcare field:

- Home health aide
- Nursing assistant
- Patient care technician
- Nurse
- Physician assistant
- Doctor
- Occupational therapist
- Speech-language pathologist

1. Discuss different types of careers in the healthcare field

Jobs within the healthcare field (cont'd):

- Physical therapist
- X-ray technician
- Ultrasound technician
- Medical social worker
- Substance abuse counselor
- Activities director/assistant
- Administrative staff (e.g. directors)

1. Discuss different types of careers in the healthcare field

Jobs within the healthcare field (cont'd):

- Support staff (e.g. records, billing, and office personnel)
- Dentist
- Dietitian
- Pharmacist/pharmacy tech
- Chiropractor
- Massage therapist
- Teacher

1. Discuss different types of careers in the healthcare field

Think about this question:

Can you think of any other jobs within the healthcare field? Do any of the jobs other than HHA interest you?

1. Discuss different types of careers in the healthcare field

Remember:

There are many possible careers in healthcare and if at some point you want to explore other options, speak to a supervisor, instructor, or career counselor about the educational or other requirements needed

2. Explain how to find a job

Potential employers may be found using the following resources:

- Internet
- Classified ads
- Department of Social Services or Department of Aging
- Instructors and their employers and contacts

2. Explain how to find a job

Think about these questions:

Can you think of any other sources for finding a job? How did you hear about the course that you are taking?

Role play activity

Referring to the box on pp. 406-407 in the textbook, role-play conversations making contact with potential employees. With a partner, take turns role-playing the job applicant, the receptionist, the personnel director, and the person actually hiring. How does the applicant explain he has just graduated from training and has no job experience? Practice dealing with the possible responses given on the next slide.

Role play activity

- Receptionist refuses to put the call through to the personnel office
- The personnel director states that they only hire experienced HHAs
- The human resources manager is very rude
- The human resources manager states that the job has been filled, and you would like him to consider you for future job openings
- The receptionist says he does not know anything about an online ad
- You have been referred to that company by a friend who is already an employee

3. Identify documents that may be required when applying for a job and explain how to write a résumé

Define the following term:

résumé

a summary or listing of job experience and education.

3. Identify documents that may be required when applying for a job and explain how to write a résumé

These documents are usually required when applying for a job:

- Identification such as a driver's license, social security card, birth certificate, or passport
- Proof of legal ability to work in the United States
- Credentials such as diplomas and certificates (HHA certification), and the names and contact information of instructors
- Letters of reference from former employers or teachers, not family or friends

3. Identify documents that may be required when applying for a job and explain how to write a résumé

Remember:

You can ask your references beforehand to write general letters for you, addressed “To Whom it May concern,” explaining how they know you and describing your skills, qualities, and habits. Take copies of these with you when you apply for a job.

3. Identify documents that may be required when applying for a job and explain how to write a résumé

A résumé should contain

- Contact details
- Educational experience, starting with most recent
- Work experience, starting with most recent
- Special skills
- Memberships in professional organizations
- Volunteer work
- Indication that references are available

3. Identify documents that may be required when applying for a job and explain how to write a résumé

Rules for writing a résumé:

- Keep it brief (one page is best)
- Use nice, plain paper (white or cream color)

3. Identify documents that may be required when applying for a job and explain how to write a résumé

These items should be included in a cover letter:

- Date
- Sender's name, address, phone number, and e-mail address
- Recipient's name and address
- Salutation
- Introduction (include position you're seeking)
- Body (how your skills/experience fit the job)
- Closing and signature

4. Demonstrate completing an effective job application

You will need this general information to complete most job applications:

- Your address, phone number, and email address
- Birth date and social security number
- Training school and dates, certification number
- Previous employers' names, addresses, phone numbers, email addresses, and dates of your employment
- Salary information from previous jobs
- Reasons why you left former jobs
- References, including phone numbers and email addresses
- Availability (days and hours)
- Brief statement about why you are changing jobs

Handout 25:1 Job Application

Employment Application	
Personal Information	
Name:	Date:
Home Address:	
City, State, Zip:	
Email Address:	
Home Phone:	Business Phone:
US Citizen?	If not, give visa number and expiration date:
Position Applying For	
Title:	Salary Desired:
Referred By:	Date Available:
Education	
High School (Name, City, State):	
Graduation Date:	
Technical or Undergraduate School:	
Dates Attended:	Degree Major:
References	

4. Demonstrate completing an effective job application

Think about this question:

Why do states perform a criminal background check at hiring?

4. Demonstrate completing an effective job application

Remember:

Neatness in appearance and paperwork is always a factor in hiring decisions

5. Demonstrate competence in job interview techniques

To make the best impression at a job interview, an HHA should be professional and do the following:

- Shower or bathe and use deodorant
- Brush your teeth
- Wear only simple makeup and jewelry or none at all
- Clean and file your nails. Nails should be medium length or shorter
- Hair should be clean and out of your eyes. Wear it in a simple style
- Shave or trim facial hair before the interview

5. Demonstrate competence in job interview techniques

Professionalism for job interviews (cont'd):

- Dress neatly and appropriately. Make sure clothing is clean, ironed, and has no holes in it. Do not wear jeans, shorts, or dresses or skirts shorter than knee-length. Do not wear t-shirts or anything with a logo or writing on it. Make sure your shoes are clean and polished. Do not wear sneakers or flip-flops
- Do not wear perfume or cologne. Many people dislike or are allergic to scents
- Do not smoke beforehand because you will smell like smoke during the interview
- Arrive 10 or 15 minutes early

5. Demonstrate competence in job interview techniques

Professionalism for job interviews (cont'd):

- Introduce yourself, smile, and shake hands. Your handshake should be firm and confident
- Answer questions clearly and completely
- Make eye contact to show you are sincere
- Avoid using slang words or expressions
- Never eat, drink, chew gum, or smoke in an interview
- Sit up or stand up straight, and look happy to be there
- Relax and be confident! You have worked hard to get this far

5. Demonstrate competence in job interview techniques

Remember:

Be positive when answering questions. Emphasize what you enjoy or think you will enjoy about being an aide.

5. Demonstrate competence in job interview techniques

Think about this question:

How can sending a letter or email to the person who interviewed you help to make a positive impression after the interview?

Role play activity

Review the interview questions found on p. 409 of the textbook. Be prepared to role-play the part of an HHA job seeker. The instructor will play the role of interviewer and will choose students to answer or ask questions as if in an interview.

6. Discuss appropriate responses to feedback

Remember:

Understand the difference between hostile criticism and constructive feedback. Hostile criticism is angry and negative. Constructive feedback is intended to help you improve

6. Discuss appropriate responses to feedback

HHAs should know these ways to make constructive feedback beneficial:

- Listen to the message being sent
- Listen to, accept and act on feedback
- Ask for suggestions
- Apologize and move on

6. Discuss appropriate responses to feedback

Think about this question:

What is the best way to respond to hostile criticism?

6. Discuss appropriate responses to feedback

Remember:

Listening to and acting on constructive feedback can help you be more successful in your job

7. Identify effective ways to make a complaint to an employer or supervisor and discuss how to manage conflict

These three steps are effective ways to make a complaint to an employer or supervisor:

- Think about the problem
- Plan what you will say
- Do not get emotional

Role play activity

With a partner, take turns role-playing the HHA and the employer in the following scenarios of complaints to employers:

- My client's wife asks me on every visit to pray with her, and this makes me very uncomfortable.
- Mr. G has been grabbing my thigh and refuses to stop, even when I ask him to.
- My client's dog growls and barks at me. I am afraid that he will bite me. The client refuses to keep him locked up when I am there
- This paycheck is not the amount I expected it to be for the number of hours I worked in this pay period

Role play activity

- The HHA who relieves me in the evening on our 12-hour case refuses to do any dishes or laundry on her shift. She says this is my job
- The nurse on my case insists that I can irrigate the client's catheter when it gets blocked. I have never been trained to do this procedure
- Mrs. A's daughter yells and screams at me when I am in the client's home. She says I am not doing my job correctly or fast enough

7. Identify effective ways to make a complaint to an employer or supervisor and discuss how to manage conflict

Remember:

Everyone experiences conflict at some point, but conflict at work may harm productivity and the workplace environment if it is not managed or resolved

7. Identify effective ways to make a complaint to an employer or supervisor and discuss how to manage conflict

These guidelines are helpful in resolving conflict:

- Plan to discuss at the right time and in the right place
- Do not interrupt
- Check body language
- Keep focus on the issue at hand
- Be prepared to brainstorm solutions and to compromise

8. Identify guidelines for making job changes

Remember:

If you decide to change jobs, be responsible. Always give your employer at least two weeks' written notice that you will be leaving. Otherwise, assignments may be left uncovered, or other aides may have to work more until the agency fills your spot. In addition, future employers may talk with past supervisors. People who change jobs too often or who do not give notice before leaving are less likely to be hired.

Role play activity

With a partner, role-play the HHA and employer when the aide is giving written notice. She is leaving a case that will be very difficult to cover because her replacement will need to be recruited by advertising on the company's website. This process will take time.

9. List your state's requirements for maintaining certification

Remember:

Each state has different requirements for maintaining certification. Be familiar with the requirements. Follow them exactly.

9. List your state's requirements for maintaining certification

Remember:

You should know how many hours of in-service education are required per year. You also need to know how long an absence from working is allowed without retraining or recertification.

9. List your state's requirements for maintaining certification

Remember:

There is a difference between being certified for private agencies by the state and meeting federal guidelines for Medicare-certified agencies.

10. Describe continuing education for home health aides

HHA responsibilities for receiving continuing education include the following:

- Sign up and know the location
- Attend class
- Pay attention and complete requirements
- Participate
- Keep certificates and records of attendance

11. Define stress and stressors and list examples

Define the following terms:

stress

the state of being frightened, excited, confused, in danger, or irritated.

stressor

something that causes stress.

11. Define stress and stressors and list examples

Examples of stressors include

- Divorce
- Marriage
- New baby
- Parenthood
- Children growing up
- Children leaving home
- Feeling unprepared for a task
- Starting a new job
- Problems at work

11. Define stress and stressors and list examples

Examples of stressors (cont'd):

- New responsibilities at work
- Feeling unsupported at work (not enough guidance and resources)
- Losing a job
- Supervisors
- Coworkers
- Clients
- Illness
- Finances

11. Define stress and stressors and list examples

Think about this question:

What are some of the stressors in your life?

12. Explain ways to manage stress

Define the following term:

adrenaline

a hormone that increases nervous system response, heart rate, respiratory rate, and blood pressure.

12. Explain ways to manage stress

Remember:

Diet and exercise reduce stress by promoting a healthier body that is more relaxed and more able to cope with the effects of stress.

12. Explain ways to manage stress

HHAs should know these guidelines for managing stress:

- Eat nutritious foods
- Exercise regularly
- Get enough sleep
- Drink only in moderation
- Do not smoke
- Do something relaxing at least several times per week

12. Explain ways to manage stress

These problems may result from not managing stress:

- Showing anger or being abusive toward clients
- Arguing with your supervisor
- Having poor relationships with co-workers and clients
- Complaining about your job and your responsibilities
- Feeling work-related burnout
- Feeling tired even when you are rested
- Having a difficult time focusing

12. Explain ways to manage stress

Know the appropriate resources for managing stress:

- Supervisor or care team member
- Family
- Friends
- Support group
- Place of worship
- Physician
- Mental health agency
- Phone hotline

12. Explain ways to manage stress

Remember:

HHAs must not discuss their stress with clients or clients' family members.

13. Demonstrate two effective relaxation techniques

Practice the following relaxation techniques:

- Body scan exercise
- Waterfall exercise

13. Demonstrate two effective relaxation techniques

Think about this question:

Do you have any techniques which you use to relax, other than the ones listed on the previous slide?

13. Demonstrate two effective relaxation techniques

Remember:

The body scan and waterfall relaxation technique take only about two minutes each. If one is helpful for you, try it the next time you need a break, whether at work or at home.

14. Describe how to develop a personal stress management plan

Remember:

One of the best ways to manage stress is to develop a stress management plan. The plan can include things you will do every day and things you will do in stressful situations.

14. Describe how to develop a personal stress management plan

When you think about a plan, first answer these questions:

- What are the sources of stress in my life?
- When do I most often experience stress?
- What effects of stress do I see in my life?
- What can I change to decrease the stress I feel?
- What do I have to learn to cope with because I cannot change it?

15. List five guidelines for managing time

Remember:

Many of the ideas for managing time on the job can be used to manage your personal time as well.

15. List five guidelines for managing time

Remember:

It is not reasonable for you to do everything. If children are old enough to help, give them chores to do. If other family members are available, ask them for help. If you have no one to help you, give yourself a break. You cannot do everything. Some things just may not get done.

Key Material 25-1: Guidelines for Managing Time and Money

Managing Time

- Plan ahead
- Prioritize
- Make a schedule
- Combine activities
- Get help

Managing Money

- Make a budget
- Reduce or avoid debts
- Save as much as you can
- Control miscellaneous expenses
- Be proud of efforts to manage money

16. Demonstrate an understanding of the basics of money management

Remember:

Money can be a real source of stress. Not being able to buy the things we need or want, getting into debt, or facing emergencies without a cash reserve can be very difficult. Understanding some factors involved in money management can help you avoid money problems.

16. Demonstrate an understanding of the basics of money management

These aspects of debt can affect your financial situation:

- Credit cards
- Credit reports
- Interest payments for credit

17. Demonstrate an understanding that money matters are emotional

Think about this question:

Why do you think money problems are the number one cause of family and marital arguments?

17. Demonstrate an understanding that money matters are emotional

Understand these points:

- Money carries great meaning for most people
- Money is necessary to live, but it has also come to represent value. Some people think that the more money they have, the better people they are. People often try to make themselves feel better by buying something they cannot afford
- Money equals security for many people

Discussion activity

Critical Thinking: Conversation Starter

In small groups, consider and discuss these questions with regard to money matters:

- Do some individuals show off money with fancy cars or jewelry? Why?
- Do movies or television shows and commercials persuade our society to buy more things? Which age group do you think is targeted by the advertisements?
-
- Do you ever feel you deserve something as a reward? For what and when?

Discussion activity

Critical Thinking: Conversation Starter (cont'd):

- How does money mean security to most of us? Is that a real feeling or an illusion?
- What is the best way to avoid the anxiety of not being able to pay your bills?
- What do the terms pleasure, self-esteem, and satisfaction have to do with money and the need for it?

18. List ways to remind yourself that your work is important, valuable, and meaningful

Remember these points:

- You have learned a tremendous amount in this program
- Your work as a home health aide is very important
- Every day may be different and challenging
- In a hundred ways every week you will offer help that only a caring person like you can provide
- Do not forget to value the work you have chosen to do. It is important
- Look in the face of each of your clients and know that you are doing important work
- Look in a mirror when you get home and be proud of how you make your living

Critical Thinking: Conversation Starter

Read the following case study and then, with a partner, discuss the questions on the next slide.

You answer an online ad for a job that requires a certain type of client experience that you do not have. You are, however, very interested in learning more about these types of cases and really want this job because of that possible opportunity.

Critical Thinking: Conversation Starter (cont'd)

How would you approach your interviewer when asked about experience?

Would you be dishonest in order to “get your foot in the door”?

How could you be honest and still ask for this opportunity?

After you are interviewed, what follow-up actions should be taken, even if the interview did not go well?

How can you best prepare for such an interview?



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