

ON THE JOB LEARNING OUTLINE
Certified Nursing Assistant, Mentor Specialty
O*NET Code: 31-1012.00 RAIS Code: 0824-M

Occupational Description: Performs duties of CNA, I and provides guidance and orientation to new employees as well as those pursuing higher credentials. Incorporates advanced communication, organizational and interpersonal skills into cares and interactions. Provides positive reinforcement and serves as a role model to other nursing assistants. Participates in interviewing, teaching, coaching, and evaluating apprentices.

Term: **Competency Based (Minimum 600 Hours)**

On-The-Job Learning: The following competency areas have been identified to lend focus and direction to the professional development of nursing assistants. The apprentice will attain a basic level of mastery across all competency areas before receiving certification. Basic mastery will be represented by the apprentices being able to articulate their learning with each competency area and demonstrate that they have successfully integrated all the competencies in their work. The order in which the apprentices learn will be determined by the flow of work on-the-job and will not necessarily be in the order listed. Times allotted to these various processes are estimated for the average apprentice to learn each phase of the occupation and demonstrate competency. They are intended only as a guide to indicate the quality of training being provided and the ability of an apprentice to absorb this training in an average amount of time.

<u>Competencies</u>	<u>Approximate Hours (Min/Max)</u>
A. Functions as member of health care team and as a role model/leader	150 - 200
<ul style="list-style-type: none"> • Demonstrates professionalism in appearance (clean, neat) and in respectful interactions with residents and co-workers. • Incorporates principles of adult learning in apprentice program. • Collaborates with apprentice to identify learning needs. • Demonstrates knowledge of the apprentice's role. • Utilizes positive reinforcement & coaching skills to assist apprentice. • Documents apprentice progress and assists in developing action plans for areas needing improvement. • Develops timelines and learning plan to meet program goals & individual apprentice's learning needs. • Demonstrates respect for resident dignity, confidentiality and resident rights. • Demonstrates ability to objectively record observations & provide direction and correction (when applicable) to apprentice. • Understands principles of policy/procedures and Follows correct procedures in demonstrating skills to apprentice. • Adapts learning techniques according to apprentice's learning style preferences and needs. • Follows apprentice development plan and documents progress timely and completely • Demonstrates teamwork in cooperating with other staff. • Demonstrates ability to assist apprentice in dealing with reality shock/stress of confronting new situation(s) and the ability to assist the apprentice to become integrated into their new role. • Recognizes unique needs of new employees when serving as a mentor • Utilize age and culturally appropriate teaching and learning principles • Demonstrates understanding of the role of the mentor as distinct from the role of the 	

supervisor

- Demonstrates positive attitude and serves as advocate for organization's mission & values.

B. Demonstrates clear, concise, respectful communication & interpersonal skills 100 - 200

- Provides concise verbal report to charge nurse re: resident status and concerns.
- Clarifies expectations with apprentice in clear, concise communication.
- Incorporates assertive communication in interactions with peers and apprentice.
- Demonstrates ability to develop trusting relationship with apprentice, peers, & residents/families.
- Demonstrates ability to utilize creative problem-solving when confronted with resident/family and/or co-worker concerns.
- Demonstrates respect of cultural differences and develops plans to meet these individual needs for residents, families, peers.
- Provides specific & accurate feedback to apprentice & verifies apprentice concerns via active listening & paraphrasing skills.
- Demonstrates effective written communication
- Refers customers to appropriate individual if can't answer questions.
- Recognizes anxiety and stress levels & allows for venting of concerns from residents, families, peers.
- Develops trust and rapport with all customers.
- Demonstrates responsibility and accountability for actions and avoids defensiveness, reflecting on different perspectives and perceptions.
- Utilizes communication skills to defuse anger and redirect negative comments. Maintains calm tone of voice.

C. Organizational & Time Management Skills..... 100 - 150

- Demonstrates ability to manage time effectively while maintaining individualized approach to resident care.
- Recognizes conditions that require prompt report and demonstrates ability to reprioritize daily routines in response.
- Follows apprentice development plan and documents progress timely and completely.
- Arrives at work timely, keeps breaks and mealtimes as scheduled OR adapts to meet resident needs.
- Recognizes time constraints, but demonstrates ability to **not** "rush" residents during cares or portray a sense of urgency.
- Assists apprentice to prioritize tasks and seek out assistance when indicated.
- Takes needed time to listen to resident, family and apprentice concerns.
- Demonstrates ability to plan "learning opportunities" for apprentice & acts as resource & sounding board during these.
- Assigns increasing level of complexity of tasks to apprentice & monitors timeliness and accuracy of task completion.
- Demonstrates willingness to assist others, respond to any call lights or resident requests, and adapt own tasks accordingly.
- Shares organizational skills and tips for apprentice's success.

D. Demonstrates advanced knowledge in implementing care strategies & taking appropriate actions..... 100 - 150

E. Demonstrates advanced skills in implementing process improvements with grasp of quality improvement approaches to problem solving and improving the workplace. Encourages input, feedback and takes appropriate actions to improve apprentice

experiences and high self-esteem.....	100 - 150
F. Understands the hiring and staff evaluation process.....	50 - 75
Total Approximate Hours	600 - 925

RELATED THEORETICAL INSTRUCTION

1. **Occupational Title:** Certified Nursing Assistant, Mentor Specialty
2. **DOT Code:** 355.674-014
3. **O*NET Code:** 31-1012.00
4. **RAIS Code:** 0824-CM
5. **Description:** The related instruction outlines the courses that provide the technical knowledge that supplements the on-the-job learning. It is through the combination of both the on-the-job learning and the related technical instruction that the mentor can reach the **skilled level** of the occupation. The following is the suggested course curriculum during the term of mentorship:

Related Instruction	Approx. Hours
A. Initial training: role of mentor; communication, teamwork, interpersonal skills, adult learning, time management, etc.....	12
B. Regulatory Issues (include hiring/evaluation) and incorporating expected standards of care.....	8
C. Meeting the challenges of directed adult students.....	16
D. Dealing with confrontation and anger – advanced.....	4
E. Cultural diversity and chronic/misunderstood conditions.....	4
F. Quality Improvement in healthcare, understanding data and approaches to improvements.....	8
G. Techniques to improve positive reinforcement for successful mentoring	8
H. Case studies: The Mentor in Action.....	8
TOTAL HOURS OF RELATED INSTRUCTIONS	68

Individuals who complete the CNA, Mentor Specialty on-the-job learning and related instruction components shall receive a “Certificate of Proficiency” credential. Some courses and/or work experience can be credited toward a LPN program or other viable work experience depending on state and educational institution requirements.