Basic job skills:

Personal care assistant

**Tasks for the personal care assistant:**

* participate in planning and distributing the tasks of the day
* prepare and serve meals
* tidy residents’ rooms and make beds
* help with residents’ personal hygiene
* accompany residents to activities and appointments
* have conversations with residents
* order groceries and equipment
* attend meetings and other activities
* help out with practical tasks in the department

**Reading**

**On a daily basis the personal care assistant will:**

* read signs and symbols
* read menus
* read work schedules
* read various care plans
* read messages from colleagues, next of kin and supervisors
* read weekly plans
* read scheduled appointments
* read shift reports and patient record logs
* read various information posters

**Regularly the personal care assistant will:**

* read lists of ingredients and information about allergies and food intolerances
* read action plans for residents
* read information about excursions and other social activities
* read various information letters relating to work tasks
* read activity plans
* read newspapers, magazines and books for residents

**Occasionally the personal care assistant will:**

* read health, safety and environment (HSE) instructions about hygiene and fire safety
* read forms and information about rights and obligations
* read training material in connection with courses and other training
* read messages and emails
* read information in residents’ patient records

**Writing**

**On a daily basis the personal care assistant will:**

* fill in forms
* write reports in patient records
* write messages to colleagues, supervisors or next of kin
* enter appointments in a calendar
* write down information for shift handover

**Regularly the personal care assistant will:**

* fill in order lists
* sign for, sign and verify forms

**Occasionally the personal care assistant will:**

* fill in various forms such as confidentiality agreements
* fill in various forms relating to their own employment relationship
* write minutes of meetings
* write posters and information letters
* fill in non-conformity forms in the event of serious incidents
* write notes and assignments in connection with training
* write messages and emails

**Oral skills**

**On a daily basis the personal care assistant will:**

* listen to the wishes and needs of residents
* listen to instructions from the supervisor or other colleagues
* chat to residents about the weather and day-to-day routines
* talk to residents about the day’s menu, activities and appointments
* take messages from colleagues and next of kin
* listen to reports from the previous shift
* give reports to colleagues in connection with shift handover
* inform residents about the day’s appointments
* ask for help from colleagues and explain what help is needed
* discuss work tasks and plans for the day with the supervisor and colleagues

**Regularly the personal care assistant will:**

* inform residents about the week’s activities
* talk on the phone, receive and give messages
* talk to next of kin about residents’ health and well-being
* talk to residents and colleagues about social activities

**Occasionally the personal care assistant will:**

* have conversations with the supervisor and colleagues about their own work situation
* have conversations with colleagues, residents, next of kin and other involved parties in the case of a death
* conduct performance reviews with the supervisor
* suggest changes to assignments and working methods
* report illness or absence
* report acute incidents or accidents

**Numeracy**

**On a daily basis the personal care assistant will:**

* keep track of residents’ fluid intake
* keep track of time spent on care, cooking and activities for residents
* put together the correct portion sizes adapted to residents’ needs

**Regularly the personal care assistant will:**

* measure residents’ temperature and weight
* fill in timesheets
* calculate and check that timesheets tally with the pay slip
* check stocks
* make estimates of stocks in the local storage when ordering
* check invoices
* calculate how much time to spend on tasks and activities

**Occasionally the personal care assistant will:**

* calculate their own tax or holiday pay
* measure the quantities of materials for activities
* calculate how much time to spend on driving between residents
* check their own payslip

**Digital skills**

**On a daily basis the personal care assistant will:**

* check meetings and appointments in a calendar
* fill in information and write shift reports in electronic patient records
* register working hours
* send and receive messages
* use various apps as needed together with residents

**Regularly the personal care assistant will:**

* find relevant forms on the intranet
* find the latest information on the municipality’s website
* find action plans in electronic patient journals
* use standard office software
* send emails with attachments
* use a smart phone or tablet with various apps relating to tasks
* use and teach residents how to use tablets
* help residents find entertainment online
* use QR codes and barcodes upon registration
* take part in meetings and conversations with the supervisor and colleagues via digital arenas
* use email and messages to communicate with the supervisor or next of kin.

**Occasionally the personal care assistant will:**

* find new recipes for nutritious food
* store action plans in folders
* check HSE procedures online
* use computer programs for training
* help residents find information online
* take photos of social activities
* take photos to document accidents or serious incidents
* help residents to start using digital payment services
* help residents when new care technology is introduced
* use electronic travel logs
* use GPS to find residents’ addresses
* use various digital arenas for collaboration and communication
* use standard office software