

BASIC JOB SKILLS FOR PERSONAL CARE ASSISTANTS



The job skills profiles describe basic skills that are part of working practice, and are based on competence objectives. Employers can ascertain what skills need to be strengthened, and employees can see what type of training they need in the areas of reading, writing, verbal communication, basic maths and IT skills.

The profiles can be adapted to individual and local needs. They describe the link between basic skills and the employee's actual work tasks, and make it easier for the training manager to devise appropriate courses.

The profiles can also be used for ordinary vocational upper secondary teaching and can be useful tools in making common core subjects in vocational training more work-related.

Tasks for personal care assistants

- participate in planning and distributing the tasks of the day
- prepare and serve breakfast lunch, dinner and supper
- tidy residents' rooms and make beds
- help with personal needs morning, afternoon and evening
- accompany residents to activities and appointments
- converse with residents

Reading and writing



READING

On a daily basis the personal care assistant will read:

- signs and symbols
- menus
- duty rosters
- personal care plans, e.g. action plan in electronic journal and work plan
- messages from colleagues and supervisors, e.g. by e-mail, mobile text and on Post-it notes
- weekly plans, e.g. unit timetable
- appointments book, e.g. for residents' appointments
- shift reports and journal logs
- various notices, e.g. summons to meetings

Regularly the personal care assistant will read:

- action plans for residents
- information on excursions and other social activities
- management information letters
- activity plans, e.g. for the unit or for the entire nursing home
- newspapers, magazines and books, e.g. aloud to residents

Occasionally the personal care assistant will read:

- health, environment and safety (HSE) instructions on hygiene and fire
- forms and information on rights and duties, e.g. self-certification of illness, leave of absence, performance review, confidentiality agreement

WRITING

On a daily basis the personal care assistant will:

- complete forms, e.g. cross off daily routines on forms
- write journal reports, e.g. day report at shift change
- write messages to colleagues, supervisors, next of kin, e.g. by e-mail, mobile text and on Post-it notes
- write appointments in appointments book
- put name tags on residents' clothes

Regularly the personal care assistant will:

- complete timesheets, e.g. on paper or electronically
- complete order lists, e.g. for food orders

Occasionally the personal care assistant will:

- complete forms such as confidentiality agreement, leave of absence, annual leave, performance review
- write minutes of meetings
- write posters and notices

- make a shift report orally and in writing
- read action plans in the journal
- submit lists of orders for food, equipment, etc.
- attend meetings and other activities for staff
- answer telephone enquiries
- help others with practical tasks in the unit



Verbal communication



On a daily basis the personal care assistant will:

- listen to the wishes and needs of residents
- listen to instructions from supervisors or other colleagues
- chat with residents about the weather and day-to-day routines
- talk with residents, e.g. at breakfast, lunch and dinner
- talk with residents about the day's menu, activities and appointments
- take oral messages from colleagues and next of kin
- listen to oral reports from previous shift
- give oral reports to colleagues when changing shifts
- discuss report when changing shifts
- discuss with residents when attending to their personal needs, e.g. giving them instructions what to do
- inform residents about the day's appointments
- request help from colleagues and explain what help is needed
- discuss work tasks and plans for the day with supervisor and colleagues

Regularly the personal care assistant will:

- inform residents about the week's activities
- take phone messages, e.g. from next of kin, colleagues and supervisors
- converse with residents about e.g. their family and the past
- converse with next of kin about residents, e.g. their state of health and well-being
- talk with residents and colleagues about social activities

Occasionally the personal care assistant will:

- talk with colleagues about his/her own work situation
- talk with colleagues, residents, next of kin and church minister in the case of a death
- have a performance review with his/her own supervisor

Basic maths



On a daily basis the personal care assistant will:

- measure a patient's temperature and weight
- monitor a patient's fluid intake (to be noted on a form)
- register and plot a patient's temperature on a diagram and monitor any deviations.
- estimate time spent on patient care, dressing, bathing, showering, etc.

Regularly the personal care assistant will:

- check the inventory
- check his/her payslip

“Practical training motivates adults to participate”

Computer skills



On a daily basis the personal care assistant will:

- communicate with his/her employer by e-mail, e.g. submitting error reports
- check meetings and appointments
- fill in information and write shift reports in electronic journals
- register worked hours into electronic forms

Regularly the personal care assistant will:

- find relevant forms on the intranet, e.g. regarding dispensing of medication
- find the latest information on the municipality's home pages
- find action plans in the electronic journal
- use standard word processing programs
- send e-mails with attachments

Occasionally the personal care assistant will:

- find new recipes for nutritious foods
- store action plans in computer folders
- check HSE routines on the internet
- use computer programs for training
- help residents find information on the internet

The competence objectives for training in basic skills are a tool to create and adapt training for adults.

They describe and specify training goals in:

- Computer skills
- Basic maths
- Reading and writing
- Verbal communication

Skills objectives and guidelines can be ordered or downloaded from vox.no/kompetansemål. The guidelines address issues at work regarding basic skills training in more detail.

At vox.no/english you will find further resources on adult training.