Personal care assistant

The profiles for basic job skills describe how reading, writing, numeracy, oral and digital skills are part of the work tasks in various occupations. The profile shows which basic skills the employee should have.

The profiles can be used to give:

- Relevant training in basic skills in the SkillsPlus programme
- Make language teaching work-oriented
- Give a vocational aspect to the common core subjects in the VET (vocational education and training)
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 needs

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### Reading

**On a daily basis the personal care assistant will:**
- read signs and symbols
- read menus
- read work schedules and vacation plans
- read various care plans
- read messages from colleagues and supervisors
- read weekly plans
- read appointments book
- read shift reports and journal logs
- read various notices

**Regularly the personal care assistant will:**
- read action plans for residents
- read information on excursions and other social activities
- read management information letters
- read activity plans
- read newspapers, magazines and books

**Occasionally the personal care assistant will:**
- read health, safety and environment (HSE) instructions on hygiene and fire issues
- read forms and information on rights and duties
- read course and training plans for skills updates
- read text messages and emails
- read journal information about residents

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### Writing

**On a daily basis the personal care assistant will:**
- complete forms
- write journal reports
- write messages to colleagues, supervisors, residents’ next of kin
- write appointments in appointments book
- put name tags on residents’ clothes

**Regularly the personal care assistant will:**
- complete order lists
- sign out, sign and certify forms

**Occasionally the personal care assistant will:**
- complete forms such as confidentiality agreement
- complete forms related to their employment
- write minutes of meetings
- write posters and notices
- write discrepancy reports in the event of serious incidents
- take notes from training courses and programs
- accompany residents to activities and appointments
- converse with residents
- order food, equipment, etc,
- attend meetings and other activities for staff
- help others with practical tasks in the unit

### Oral skills

**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 about the day’s menu, activities and appointments
- take oral messages from colleagues and residents’ next of kin
- listen to oral reports from previous shift
- give oral reports to colleagues when changing shifts
- 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
- 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 supervisor and colleagues about his/her own work situation
- talk with colleagues, residents, their next of kin and church minister in the case of a death
- hold a performance review with their own supervisor
- notify illness and absence
- suggest changes in tasks and working methods
- notify emergencies or accidents

### Numeracy

**On a daily basis the personal care assistant will:**
- measure a resident’s temperature and weight
- monitor a resident’s fluid intake (to be noted on a form)
- register and plot a resident’s temperature on a diagram and monitor any deviations
- estimate the time spent on resident care
- put together the right amounts of food, adapted to the needs of residents

**Regularly the personal care assistant will:**
- check their pay slip
- complete time sheets
- check the inventory
- check invoices
- calculate the time spent for carrying out tasks and activities

**Occasionally the personal care assistant will:**
- calculate their tax or holiday pay
- measure the quantities of materials for activities
- calculate time spent on driving between residents
Practical applicability motivates adults to participate in training

Digital skills

On a daily basis the personal care assistant will:
• communicate with their employer or residents’ next of kin by e-mail
• check meetings and appointments
• fill in information and write shift reports in electronic journals
• log in worked hours into electronic forms
• send and receive text messages

Regularly the personal care assistant will:
• find relevant forms on the intranet
• 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
• use a smartphone and tablet with different apps relating to tasks
• use and educate residents in the use of tablets or personal computers

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
• take pictures of social activities
• use digital images to document accidents etc.
• use digital payment services when purchasing goods and services for residents
• help the users when introducing new health technology
• update electronic travel logs

The Knowledge Promotion Reform from 2006 has defined five skills that form the basic prerequisites for learning and development in school, work and community life.

The five basic skills are:
• Digital skills
• Oral skills
• Reading
• Writing
• Numeracy

At skillsnorway.no you will find more resources aimed at working with adults and basic skills.