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| **Job Title:** Personal Care Worker (PCW)  **Department:** Personal Care  **FLSA Status:** Non-Exempt | **Reports To:** RN Supervisor (\*or designee) **Is Supervisor To:** N/A |

# Job Purpose

The Personal Care Worker is assigned by the Registered Nurse (RN) Supervisor to clients to do specific tasks for which the PCW has been trained. The PCW’s training for these tasks shall be assured by the RN Supervisor or others. The PCW is limited to performing only those tasks and services as assigned and for which they have been specifically trained

# JOB DUTIES

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| 1. Performs tasks as outlined in client care plans. Ensures continuity of care and meets the client’s immediate needs by providing care and housekeeping tasks to clients as outlined on each client’s care plan. |
| Communicates with RN Supervisor (\*or designee), clients and other key customers in order to maintain a high level of customer satisfaction. Promptly reports any significant changes or progress observed in the client’s condition to the RN Supervisor. Maintains appropriate interpersonal relationships with clients, family members/surrogates, CLA Core Staff and other personal care workers. |
| 1. Ensures compliance with CLA policies and procedures and various program and government regulations and rules by providing clear, accurate, and timely documentation and charting of all required information. Accurately completes timesheets according to payroll policies/procedures. |
| Attend, participate in, and complete all required meetings and trainings. |
| Maintain regular attendance and punctuality in keeping with company policy. |

Duties will vary depending on department or program needs, and other duties may be assigned as needed.

# Qualifications

## Education:

* High School Diploma or equivalent, preferred.

## Experience:

* 6 months of favorable continuous employment with the same employer in the last 2 years, preferred.
  + Alternative references (not personal) may be considered in lieu of 6 months employment.
* Understanding of medical equipment and supplies preferred.
  + Minors are not permitted to operate mechanical lifts
* Understanding of personal cares preferred.
* Understanding of community services provided to people of all ages with disabilities, chronic-illnesses, and elderly preferred.

## License/Certification:

* N/A

## Knowledge, Skills & Abilities:

* + Conflict resolution.
  + Ability to complete necessary documentation thoroughly and correctly.
  + Ability to follow written directions and perform tasks listed on a care plan.
  + Ability to respond to phone calls within a certain amount of time.
  + Knowledge of the Madison Metropolitan area or community of individual receiving support
  + Ability to communicate effectively with clients, employees, colleagues, and vendors.
  + Ability to work independently and as part of a team.
  + High level of accuracy, attention to detail, and organization.
  + Ability to prioritize multiple tasks and meet deadlines.
  + Must be able to handle stressful situations effectively and calmly.

## Physical Requirements:

* Must be able to provide a wide range of housekeeping and personal care services without physical restriction, including properly maneuvering mechanical lifts.
* Bending at waist, sitting, kneeling, walking, crouching, etc. as job may require.
* Work around environmental hazards such as odors, second-hand smoke, animals, cleaning supplies, adverse living conditions, etc.
* Finger nails are not to exceed ¼ inch past the end of the finger.

## Additional Requirements:

* 18 years of age or older preferred
  + Between the ages of 16-17 years old may be considered if matched with a client.
* Attendance is an essential function of the job.
* Access to a smart cell phone and voicemail.
* Access to reliable transportation.

This job description should not be interpreted as a comprehensive listing of activities, responsibilities, qualifications, or requirements, nor does it constitute a promise of employment. Community Living Alliance is an at-will, Affirmative Action/Equal Opportunity Employer (AA/EOE). By signing below, you confirm that you are able to perform the essential functions of the job. Reasonable accommodations will be explored with qualified individuals with disabilities to perform the essential functions.

# Acknowledgement:

Printed Name

Signature Date