



Blake Management Group

B.02.f – Personal Assistant (P.A.) Job Description

Purpose:

The Personal Assistant provides and documents resident care. All employees are expected to model professionalism, compassion and will promote teamwork. The personal assistant is the first responder to resident calls and promptly reports changes of condition.

Scope & Status: Non-Exempt Status/Hourly

Relationships:

1. Reports to the Director of Wellness and the Nurse-On-Duty. Receives training and performance improvement recommendations from the Lead Personal Assistant.
2. Remains a positive and cooperative team player with peers and supervisors.
3. Promptly communicates resident/family requests and needs to the Director of Wellness.
4. Reports self-training needs to the Director of Wellness
5. Interacts with family and other health care providers.

Qualifications:

To perform this job successfully, an individual must be able to perform and complete each essential duty satisfactorily. The personal assistant must have excellent communication and language skills which enable them to perform their duties and interact effectively with residents, guests and community personnel. The employee must meet all specific state and federal regulations for assuming the position and must complete an initial orientation program and regular on-going in-service programs. The following training, diplomas and certifications are required for this position: HIV and Infection Control Training/Certification; high school diploma and/or GED equivalent. CPR/First Aid certification preferred. The Personal Assistant must be flexible and prepared to work a variety of shifts.

Areas of Responsibility:

1. Resident Care and Supportive Tasks
 - a. Accomplishes duties observing all appropriate safety practices, policies and procedures.
 - b. Recognizes change in residents' conditions (e.g., skin condition, respiration, mobility, behavior, etc.) reports changes promptly to supervisor. If supervisor is not available, employee determines if sufficient emergency conditions exist to necessitate calling 911, the family and the Director of Wellness and/or the Manager-On-Duty.
 - c. Practices infection control and special precautions in all resident care duties.
 - d. Cooperates with the nurse on-duty to accomplish wellness and care goals.
 - e. Assists residents with activities of daily living as scheduled and needed.
 - f. Obtains residents' temperature, blood pressure and weight as needed and accurately records data in the correct resident's file.

- g. Accomplishes dining room tasks, laundry and light housekeeping as assigned and as needed. Housekeeping may include sweeping, mopping, dusting and cleaning in common areas, including but not limited to the front lobby, restrooms, beauty salon, activity areas, dining room and living areas.
- h. Maintains working knowledge of fire and disaster plans and has working knowledge of their own responsibilities under emergency conditions. Participates in fire and elopement drills as directed by the Director of Wellness.
- i. Attends inservice and monthly staff meetings.
- j. Assists residents during activity programs, memory enhancement programs and performance improvement exercises.
- k. Completes filing, answers phones and performs all other duties and responsibilities as assigned by the nurse-on-duty or the Director of Wellness.
- l. Maintains a working knowledge and demonstrates acceptable performance skills in:
 - 1. Resident rights and responsibilities.
 - 2. Respect for residents' belongings.
 - 3. Respect for residents' privacy.
 - 4. Respect for residents' religious beliefs.
 - 5. Respect for interpersonal relationships with family and other staff members.
 - 6. Confidentiality of medical information.
- m. Completes documentation according to company policy and procedures.

2. General

- a. Reports to work according to schedule and company policy, including during severe weather situations.
- b. Complies with community dress code and wears name identification badge.
- c. Promotes a positive, respectful and supportive environment for all residents, co-workers, families and guests.
- d. Performs administrative and housekeeping tasks as directed by the Director of Wellness.
- e. Assists with marketing efforts, including special events and tours.
- f. Responds to resident needs and submits ideas and recommendations for improving service delivery.
- g. Assist with the activity program, including community outings.
- h. Completes resident care tasks according to the service plan, including checking on residents every 2 hours as directed by the Director of Wellness.
- i. Respects privacy, employee and resident confidentiality and does not enter administrative offices without supervision and authorization.

3. Planning and Organizing:

The Personal Assistant will plan and organize his/her assignment to benefit the residents and delivery of care, within the guidelines established by wellness policies. Performs all duties according to the directions and instructions of the Director of Wellness and the Executive Director.

Physical, Sensory & Mental Requirements:

Primary Physical Requirements:

1. Lift up to 10 lbs: Frequently required to lift medical charts, supplies, and residents' personal items, i.e., clothing and food items.
2. Lift 11 to 25 lbs: Occasionally may be required when dealing with boxes, files or medical equipment. Frequently required for resident care, including transfers assistance.
3. Lift 26 to 50lbs: Frequently required when assisting with resident care.
4. Lift over 50 lbs: Frequently required when transferring a non-ambulatory resident weighing over 100 pounds. Two aids are typically utilized when a resident is unusually heavy or combative. Employee must follow specific protocols related to individual resident's care and transfer procedures.
5. Reach above shoulder height: Occasionally occurs when reaching for medical records, supplies, and linens located on shelves.
6. Reach at shoulder height: May be required when assisting residents in eating, when changing bed linens, when taking vital signs, providing treatments and when assisting with certain activities of daily living.
7. Reach below shoulder height: Frequently occurs while providing treatments, taking vital signs and/or assisting with activities of daily living.
8. Push/Pull: Frequently required when assisting a resident in a wheelchair: which rolls easily across tile, vinyl or carpeted floor.

Hand Manipulation:

1. Grasping: Frequently grasping while working with files, answering the phone, assisting during resident care and/or completing documentation.
2. Handling: Assisting with residents' personal items, blood pressure gauge, thermometer, and other equipment related to activities of daily living.
3. Supplies and Equipment: Blood pressure gauge, thermometer, incontinent supplies, laundry supplies and equipment, cleaning supplies, infection control protective equipment.

Other Physical Consideration:

1. Twisting: Occasionally may occur while transferring resident.
2. Bending: Frequently occurs while taking vital signs and assisting residents in activities of daily living.
3. Squatting: Occasionally may occur while communicating with a resident in a wheelchair and/or when assisting with certain activities of daily living.
4. Kneeling: Occasionally may occur while assisting with resident care.
5. Stair Climbing: Occasional. Elevators are available.
6. Sit-to-Stand: Frequent.
7. Sitting: Required for documentation and occasionally when communicating with residents or during training meetings.

Work Surface:

Varies from carpeting, vinyl and tile. When seated, typically an office-type chair.
Cognitive and Sensory Requirements:

1. Talking: Necessary for communicating with residents, family members, other aides, and other members of the community. Must be able to speak English fluently.
2. Hearing: Necessary for taking instruction from physicians and requests from residents. Must be able to understand English fluently.
3. Sight: Necessary for doing job correctly and effectively. Must be able to write and read English fluently.
4. Smelling: Smelling is required for detecting odors related to incontinence and/or general cleanliness.
5. Reading and writing: Necessary for written communication and following written instructions

Summary of Occupational Exposure: Tasks performed by the employee may involve the following risks.

Category I -- Job classification in which employee has occupational exposure to blood-borne pathogens. (Infrequent)

Category II -- Activity performed without blood exposure but exposure may occur in an emergency situation. (Infrequent)

Category III -- Task/activity does not entail predictable or unpredictable exposure to blood. (Frequent)

I acknowledge that I have received, read and understand the duties and expectations for the position of Lead Resident Assistant. I agree to perform the duties outlined and to comply with all standards established in the performance of this job.

Employee Signature

Date

Supervisor Signature and Title

Date

Personal Assistant Annual Appraisal

Employee Name: _____

Hire Date: _____ Review Date: _____

Evaluation Period: _____ to _____

Section I – General

Reports to work on time and completes assignments as scheduled.	NI	S	E
Maintains company dress code and wear name badge consistently.	NI	S	E
Demonstrates effective communication skills	NI	S	E
Follows company phone etiquette policy.	NI	S	E
Promotes and adheres to the Resident Bill of Rights.	NI	S	E
Attends all required in-services and staff meetings.	NI	S	E
Participates in fire drills and safety meetings as requested.	NI	S	E
Performs documentation tasks efficiently and accurately.	NI	S	E
Maintains current training and certifications required for job position.	NI	S	E

Comments: _____

Section II – Resident Care and Supportive Tasks

Reports changes in residents' conditions promptly.	NI	S	E
Cooperates with the nurse-on-duty and other supervisors.	NI	S	E
Assists residents with activities of daily living.	NI	S	E
Obtains and records vital signs and weights according to state regulations and company policies.	NI	S	E
Assists residents with memory and performance improvement programs.	NI	S	E
Assists in the dining room as needed.	NI	S	E
Utilizes nurse call and paging system and responds promptly.	NI	S	E
Documents service delivery according to company policies and procedures.	NI	S	E
Provides training to new employees and existing employees as requested and according to company policy.	NI	S	E
Adheres to the resident bill of rights and promotes positive interaction with residents and family members.	NI	S	E

Communicates effectively and uses language that is respectful and courteous.

NI S E

Practices safety, infection control and special precautions according to company policy, procedures and training programs.

NI S E

Comments: _____

Key: NI = Needs Improvement S = Meets minimal requirements of job description
 E = Excellent; Employee work reflects the values and mission of Blake Management.

Employee Accomplishments: _____

Supervisor Recommendations/Performance Improvement/Summary: _____

Employee Comments: _____

Employee Signature

Date

Supervisor Signature

Date