



Connectedness



Accountability



Responsiveness



Excellence



Service



POSITION DESCRIPTION

Personal Care Aide	
Department: Adult Wellness Center	Status: Regular Full-time, Non-Exempt
Reports to: Program Supervisor	Last Reviewed: November 2022
Titles reporting to this role: None	Next Review Date: March 2023

Position Summary:

Under the guidance of the Program Supervisor, this position provides daily supervision and care to Adult Wellness Center (AWC) participants, within a group setting, and in accordance with Illinois Department on Aging (IDOA) Community Care Program, Adult Day Services requirements. The Personal Care Aide participates in the planning and facilitation of daily therapeutic and recreational activities within the AWC program. The Personal Care Aide assists individual participants with activities of daily living and personal care needs, serves meals and snacks, and helps to maintain a clean, orderly and uplifting environment. The position also provides transportation assistance on agency vehicles, as assigned. This position also requires a working lunch in order to assist participants during lunchtime.

Agency Expectations:

You care about the impact you make and show your commitment to transforming lives and strengthening communities during your day-to-day interactions. By doing these essential things you embody the Casa Central culture of caring.

Through our CARES pillars we define the behavioral traits that this role should demonstrate when interacting with others. Our CARES pillars include competencies in Connectedness, Accountability, Responsiveness, Excellence and Service.

I will build and enhance relationships in order to support, empower, and help others thrive.	We act with integrity in our dealings with others and with our community.	We are resilient and open to continuously improving and adapting to changes in order to support the agency's mission.	We pursue quality in all we do.	We are resilient and open to continuously improving and adapting to changes in order to support the agency's mission.
C ONNECTEDNESS	A CCOUNTABILITY	R ESPONSIVENESS	E XCELLENCE	S ERVICE

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Participant Service Delivery

- Greets, welcomes, and assists participants, visitors, and/or caregivers arriving at the AWC.
- Assists participants in arriving and leaving the AWC, including removal of coats, assisting with walkers and wheelchairs.
- Provides direct care, support and supervision of AWC participants; assists participants with activities of daily living and personal care as needed, including but not limited to, arrival and departure, assistance with feeding/eating, ambulation, transferring, hand washing, moving from and/or to their wheelchairs and moving from and/or to other locations within the Center. When needed, and in the absence of CNAs, may provide toileting assistance to participants.
- Leads, executes and directs a wide variety of daily educational, recreational, therapeutic, nutritional and social activities to meet the needs of the participants, under the direction of the Program Supervisor.
- Actively engages and assists participants in games, crafts, music and other program activities throughout the day and encourages interaction among AWC participants.
- Ensures the safety of participants by continually monitoring the AWC environment and assisting in maintaining sanitary, clutter-free program areas. Reports any/all hazardous conditions and risk issues immediately.
- Provides pre-meal assistance (e.g. escorting participants to restrooms, assistance with hand-washing, assistance with seating of participants, etc.)
- Assists in the organization, preparation and distribution of meals and snacks. Also provides assistance with feeding as needed, and with cleanup of dining areas after meals/snacks.
- Provides post-meal assistance (e.g. cleaning of participants' hands, face and clothing; escorting participants to the restroom, etc.).
- Ensures the safety of participants, by monitoring participants' whereabouts at all times.
- Actively supervises and engages with participants during less structured times of the program day such as during arrival, meal times and departure.
- Assists in the evaluation and documentation of progress and special needs of each participant, as requested.
- Monitors participants' wellbeing and informs the Program Supervisor of any changes or concerns related to their emotional, social, cognitive or physical functioning.
- Escorts and assists participants on agency vehicles, during transportation to and from the agency, including but not limited to providing assistance with onboarding and disembarking from agency vehicles, assisting with securing seat belts and assistive devices, and escorting participants to and from their residence entrances.
- Provides supervision and care to participants during field trips or other activities in the community, closely monitoring participants at all times to ensure their safety.

Program Support

- Assists in the planning of creative and diverse therapeutic and recreational activities, under the direction of the Program Supervisor.
- Assists in setting up rooms for daily programming.
- Maintains neatness and order in assigned AWC rooms/areas; cleans up after activities, returning items to the proper locations (e.g. appropriate supplies closet).
- Ensures that program areas, supplies, and equipment are clean, appropriately stocked, replenished and in good working order. Communicates needs to the Program Assistant or Program Supervisor in a timely manner.

- Completes attendance reports, meal reports, participant activity reports and other documentation, as requested.
- Assists the Program Supervisor with special events and projects, as needed/requested.
- May be required to perform other duties, as assigned by Program Supervisor.

Performance & Quality Management

- Is actively involved and knowledgeable of the agency's Performance Quality Improvement process and supports all PQI activities.
- Incorporates the agency mission, philosophy, and core values into daily work and decision-making.
- Adheres to agency policies and procedures.
- Adheres to the agency's Universal Precaution and Exposure Control Plan policy, including handwashing before and after performing any service to participants.
- Adheres to the agency's Mandated Reporting policy and reports any concerns regarding older adult abuse or neglect.
- Promptly reports situations that pose a threat to staff, participants or agency, according to the agency's Incident / Accident Reporting procedures and IDOA Critical Event Reporting procedures.
- Actively participates in all staff meetings, monthly in-service training and regular individual supervision with Program supervisor.
- Engages in ongoing professional development training, as needed, to enhance professional knowledge and skills.
- Nurtures positive and collaborative working relationships with other agency staff as well as outside providers. Cultivates a professional and respectful work environment.
- Submits personal time sheets and is accountable for daily activities within the allowable activities approved by the agency

CARES Behavioral Traits

Collaborative and Avid Learner

Ability to take a variety of educational approaches involving working groups, mutually searching for understanding, solutions, or meanings. Actively seeks opportunities for continuous learning. Sharing knowledge and skills to build an effective internal/external work environment to meet program/agency goals.

Empowering Others

Using the tools and instructions given to you to make immediate decisions to make a situation right. When independent decisions are made within the parameters that are provided employees are empowered in their role to provide the best delivery of service.

Interpersonal Communication

Sharing information, ideas and feelings between two or more people through positive verbal and non-verbal communication.

Maintain high level of integrity

Keeping your word and aligning your conduct with the mission and goals of the agency. Maintain ethical standards to do the right thing regardless of the circumstances.

Accepts constructive feedback

Providing and accepting useful comments and suggestions for one's professional growth that contribute to the positive outcome, better process or improved behaviors.

Results Driven

Ability to obtain a goal focused on the overall outcome. Ability to work through a number of processes determining the most effective and economical approach.

Takes Ownership

Taking action when needed to meet a goal. Being accountable for quality and timeliness of an outcome, even when you're working with others.

Flexible and Adaptable

Willingness to adapt to change in order to meet the demands of the situation. Ability to be resilient when facing challenges, difficult conditions and adapting to change on a regular basis.

Takes Initiative

Acting, instead of reacting in the workplace. The ability to keep moving forward when facing challenges and taking on new task.

Strategic-minded

Being perceptive, future-oriented, open-minded, proactive, and making decisions based on evidence that align with the agency's strategic initiatives.

Risk management and assessment

Take an active role in the overall process or method in which the agency identifies hazards and mitigate risk factors that could potentially cause harm to others.

General Requirements:

Must be at least 18 years of age. Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

Education/Experience:

Must possess a High School diploma or general education diploma (GED) or two (2) years of prior, documented experience working in programs with older adults or demonstrated continued progress towards meeting the educational requirements of GED. CNA certification preferred. Prior work experience with older adult populations is strongly preferred.

Must be willing to complete 24 hours of initial pre-service training and 12 hours of ongoing in-service training annually thereafter, provided by the agency. Must be willing to complete transportation training, provided by the agency.

Certification/Licensure:

May be required to obtain Food Handler Certification. CPR certification required. The agency will provide training for certification, as needed.

Language Skills:

Bilingual (English and Spanish) required. Must be able to understand, read, write and speak in both languages.

Computer Literacy & Knowledge Skills Abilities:

Some basic computer skills preferred.

Mathematical Skills:

Minimum High School or GED level math skills required; at minimum, must possess the ability to add, subtract, multiply and divide.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. The Personal Care Aide interacts regularly with AWC colleagues, participants, supervisors, participants' families and other staff throughout the agency. Must develop and maintain positive and professional relationships with others.

Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations. Must demonstrate patience and a positive, supportive demeanor when engaging with AWC participants, including those who may have cognitive limitations or agitated behavior.

Decision Making Authority:

Under the guidance of the Program Supervisor, must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

People Management:

This position does not supervise to others.

Other Skills or Abilities:

This position requires a working lunch in order to assist participants during lunchtime.
Able to work a flexible schedule.
Must possess excellent interpersonal skills and an ability to interact collaboratively with others.
Must demonstrate effective and respectful communication skills.

MANDT Reporting/Training

The Mandt System® is a relationally based program that uses a continuous learning and development approach to prevent, de-escalate, and if necessary, intervene in behavioral interactions that could become aggressive. Throughout Casa Central positions have been identified to receive a specific level of training in this area. Your position may require MANDT training and will be assigned to you through our Learning Management System.

COA Standards and Compliance

COA's standards for private organizations are designed to promote an organization's capacity to fulfill its mission. The standards address administrative, risk prevention management measures, service delivery practices and other requirements to enable the review and accreditation of the entire organization. At Casa Central we developed standards to remain compliant with our COA accreditation that takes place every four years. Your position, department and/or program will be required to adhere to certain measures of success to remain in compliance with COA. This information will be communicated to you within your first 30 days of employment.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to regularly sit and stand, as well as stoop and bend without physical difficulty. Must be able to walk regularly throughout the Center. Must be able to talk with and hear participants and is frequently required to use their hands to assist participants. Must also have the ability to use their hands and arms, in order to reach overhead and front.

Must have the ability to assist and support participants in and out of their wheelchairs, when needed. Must be able to lift, push, pull and move a minimum of 50 pounds.

The employee is expected to be able to climb up and down agency vehicle steps regularly, without physical difficulty. Must be able to board and disembark from agency vehicles, without physical difficulty.

Must have the ability to appropriately support/ assist participants during the onboarding and disembarking from agency vehicles, as well as escorting participants to and from their residences. The employee is expected to be able to climb up and down building stairs during a fire-related or other emergency evacuation of participants.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed within the Adult Wellness Center and on agency vehicles, when assigned. The noise level in this work environment varies from quiet to very loud.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be

constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____

