

# Healthcare Assistants and Other Personal Care Workers

Healthcare assistants and other personal care workers provide direct personal care and assistance with activities of daily living to patients and elderly, convalescent and disabled people in healthcare and residential settings such as hospitals, clinics, residential nursing care facilities, private homes and old folks' homes.

Tasks include:

- providing care, support and treatment to patients and residents of medical, rehabilitative and residential care facilities as per treatment plans established by medical, nursing and other health professionals
- assisting patients with personal and therapeutic care needs such as personal hygiene, feeding, dressing, physical mobility and exercise, communication, taking oral medications and changing dressings
- positioning, lifting and turning patients and transporting them in wheelchairs or on movable beds
- maintaining patients' environmental hygiene standards, such as cleaning patient rooms and changing bed-linen
- providing massage and other non-pharmacological pain relief measures, such as during pregnancy and labour

**Learn more about the Technical Skills & Generic Skills  
for this occupation in the next few pages.**

## **Technical Skills**

Care Assistance  
Client Supervision  
Collaborative Practices Across Disciplines and Sectors  
Conflict Management  
Diversity Awareness and Management  
Emergency Response and Crisis Management  
Ethics, Values and Legislation  
Group Work Assessment and Planning  
Group Work Evaluation  
Group Work Intervention  
Intervention Implementation  
Para-Counselling  
Reflexive Practice  
Resilience and Self-care  
Social Service Programme Development  
Social Service Programme Evaluation  
Social Service Programme Implementation  
Stakeholder Management  
Support Service to Children and Youths  
Support Service to Persons with Disabilities  
Support Service to Seniors  
Trends Evaluation and Application  
Volunteer Programme Evaluation  
Volunteer Programme Management  
Volunteer Recruitment

## **Generic Skills**

Communication

Decision Making

Interpersonal Skills

Leadership

Problem Solving

Service Orientation

Teamwork