### Job Title

Personal Care Attendant Trainer (PCAT) and Home Health Aid - non-exempt/hourly

### Job Summary

Reporting to the Chief Programs Officer, the PCAT provides supervisory support of Attendants to the Chief Programs Officer. May fill in initially or intermittently to provide care to clients as needed; assists in field orientation and training of attendants; and provides administrative support to the PAS Department as directed. For Home Health Purposes, provides direct patient care under the direction of the RN and according to the Aide Plan of Care. This includes, but it not limited to assisting patients with safe transfers and abulation per agency policy. Reporting and documenting pertinent information and care rendered to patients to ensure continuity of care. Complies with HIPAA, accepted infection and safety precautions and all other requirements required by licensure.

### Job Qualifications

Education: High school diploma or grade equivalency diploma (GED).

Licensure: Current Texas Driver’s License. Prefer current CNA or LVN certification or equivalent, current CPR certification, current First Aid certification.

Experience: One year experience serving as a personal attendant to clients with a broad range of physical disabilities. Experience with conducting on-the-job training and orientations preferred.

Skills: Skilled in effective interactions with people with disabilities. Knowledge of the Texas Administrative Code regulations for Personal Attendant Services. Knowledge in the use of frequently used durable medical equipment, including lifts, transfer boards, gait belts. Excellent interpersonal skills and ability to communicate effectively. Demonstrates proven independent decision making skills with regard to personal care. Ability to access and enter information into computer applications (i.e. Outlook, Word, Excel, Database). Must read, write and comprehend English. Ability to lead and motivate others. Ability to work in the field with minimal supervision.

Transportation: Reliable transportation to make multiple field visits per day independently throughout Dallas and Tarrant Counties. Valid and current auto liability insurance.

### Environmental and Working Conditions:

Provides care to clients, working in clients’ homes and apartments in various conditions that may include contagious diseases, higher crime rates, substandard housing, or residences that do not meet ADA standards for accessibility initially and/or intermittently. Conditions vary depending on particular settings and may require medium to heavy lifting, pushing, pulling, stooping, crawling and bending to accomplish client transfers or housekeeping. Meal preparation tasks involve working with kitchen appliances. Works flexible and extended hours, including weekend visits, to meet the needs of the client and/or the agency. Also may work in a typical office environment using telephone and computer work station.

### Physical and Mental Effort:

Operates office equipment, including manual data entry via standard keyboard. Handles stressful situations created by heavy workload, client disabilities, time pressure, or interpersonal conflict in a calm and courteous manner at all times. When making client visits, prolonged standing, and walking required. Ability to safely lift 50 pounds and transfer clients of all weights and sizes. Requires working under some stressful conditions to meet client needs with little notice. Page 1 of 2

### Essential Functions

* Provide care for new clients who do not have a permanent attendant in place.
* Provide care for clients who would otherwise have a lapse in attendant care including emergency back-up with short notice for attendants unable to make visit.
* Conduct client-specific, hands-on, training and attendant orientations in the field including special skills requiring knowledge in the use of frequently used durable medical equipment such as lifts. Document all client training and attendant orientations.
* Carry company cell phone during regular business hours for the purpose of communicating with the Chief Programs Officer. Provide assistance with resolution of Attendant questions, refer Attendant to other office department, and/or escalate issues as necessary to Chief Programs Officer and/or HR. Document all calls received and communicate to Chief Programs Officer daily.
* Distribute Personal Protective Equipment and supplies and information as needed to attendants.
* Provide support, training, and problem resolution in the field employee’s work setting as directed by the Chief Programs Officer.
* Document client communications and incidents in client database.
* Document complaints submitted by clients and attendants in the manner prescribed by agency policies.
* Keep Chief Programs Officer apprised of all concerns and problems, including client needs, attendant training, and personnel issues.
* Prevent and resolve problems through the use of effective interpersonal relations and communication skills with clients, attendants and administrative colleagues.
* Complete required online training modules and attend Annual Attendant Training session.
* Performs other duties as assigned.

### Statement of Understanding

I have read the above job description and essential functions. I understand and agree to carry out these responsibilities as assigned. I understand and acknowledge that nothing contained in this job description may be construed as limiting the employer’s right to discipline or terminate my employment at any time for failure to perform satisfactorily.

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_\_\_\_\_

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