



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

PERSONAL AND HOME CARE AIDES

Class Title	Class Code	Pay Band	Alt Pay Band*
Personal and Home Care Aides-B	P9021B	30	
Personal and Home Care Aides-O	P9021O	35	
Personal and Home Care Aides-A	P9021A	40	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Assist elderly or disabled adults with daily living activities at the person's home or in a daytime non-residential facility. Duties performed at a place of residence may include keeping house (making beds, doing laundry, washing dishes) and preparing meals. May provide meals and supervised activities at non-residential care facilities. May advise families, the elderly, and disabled on such things as nutrition, cleanliness, and household utilities.

Nature of Work

Personal and home care aides help people who are disabled, chronically ill, or cognitively impaired. They aid older adults, who may need assistance, live in their own homes or in residential facilities instead of in health facilities or institutions. They also assist people in hospices and day programs and help individuals with disabilities go to work and remain engaged in their communities. Most aides work with elderly or physically or mentally disabled clients who need more care than family or friends can provide.

Aides provide light housekeeping and homemaking tasks such as laundry, change bed linens, shop for food, plan and prepare meals. Aides also may help clients get out of bed, bathe, dress, and groom. Some accompany clients to doctors' appointments or on other errands. Personal and home care aides provide instruction and psychological support to their clients. They may advise families and patients on nutrition, cleanliness, and household tasks. They work for various public and private agencies that provide home care services. In these agencies, caregivers are likely supervised by a licensed nurse, social worker, or other non-medical managers. Aides receive detailed instructions explaining when to visit clients and what services to perform for them.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role provide mainly housekeeping and routine personal care services.

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- Employees clean clients' houses, do laundry, change bed linens, plan meals, shop for food, and cook.
- Employees may also help clients move from bed, bathe, dress, and groom.

Recommended Education and Experience for Full Performance

High school diploma or successful completion of a GED program and six (6) months of experience in basic housekeeping tasks, keeping the home sanitary and safe, how to cook for clients; which can include special diets and know how to respond to an emergency.

Minimum Qualifications

Eighth grade education.

Operational

- Employees in this Role provide assistance to elderly, disabled, and ill persons.
- Employees are required to be familiar with the special needs necessary to accommodate the clients.
- Employees provide health-related services such as, administering oral medications under physicians' orders or direction of a nurse.
- Employees may accompany client outside home, serving as guide, companion, and aide.

Recommended Education and Experience for Full Performance*

High school diploma or successful completion of a GED program and 1 year of experience in basic housekeeping tasks, keeping the home sanitary and safe, how to cook for clients; which can include special diets and know how to respond to an emergency.

Minimum Qualifications

High School diploma or GED.

Advanced

- Employees in this Role provide health-related services.
- Employees may check pulse, temperature, and respiration; help with simple prescribed exercises; change non-sterile dressings; use special equipment such as, a hydraulic lift, give massages and alcohol rubs, or help with braces and artificial limbs.
- Employees maintain records of services performed and of clients' condition and progress; report change in the clients' condition; participate in case reviews, consulting with health professionals.

Recommended Education and Experience for Full Performance

High school diploma or successful completion of a GED program and one and a half (1.5) years of experience in basic housekeeping tasks, keeping the home sanitary and safe, how to cook for clients; which can include special diets and know how to respond to an emergency.

Minimum Qualifications

High School diploma or GED and three (3) months of experience in basic housekeeping tasks, keeping the home sanitary and safe, how to cook for clients; which can include special diets and know how to respond to an emergency.

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Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Psychology — Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.

Transportation — Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including the relative costs and benefits.

Therapy and Counseling — Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.

Skills

Service Orientation — Actively looking for ways to help people.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Speaking — Talking to others to convey information effectively.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Coordination — Adjusting actions in relation to others' actions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Statutory Requirements: N/A

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Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001 **Revised:** 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.