

Internet job postings: personal care and support skills

By Kristen Osborne

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Personal and individual care is becoming increasingly important in the delivery of community services. This has been driven by the increasing use of individual care plans to support people in need and the roll out of the [National Disability Insurance Scheme](#), which allows people to plan and arrange for their own care (Productivity Commission 2017). It is important to have a sufficient workforce with the skills ready to meet this increasing need. The vocational education and training (VET) sector has an important role in preparing this workforce.

These types of roles are often covered by the occupations Personal care assistant ([ANZSCO 423313](#)) and Aged or disabled carer ([ANZSCO 423111](#)), occupations likely to be sought by graduates of the Certificate III in Individual Support ([CHC33015](#)). The Certificate III in Individual Support prepares graduates to work in community and residential settings who follow individualised plans and provide person-centred support to people who may require support due to ageing, disability or other reason. Almost all internet job postings for these two occupations requested a level of minimum education and required a certificate I-IV level qualification (89%) in 2017.

This infographic provides information on the skills and qualifications in demand by employers in 2017. The data are supplied by [Burning Glass Technologies](#) (2018).

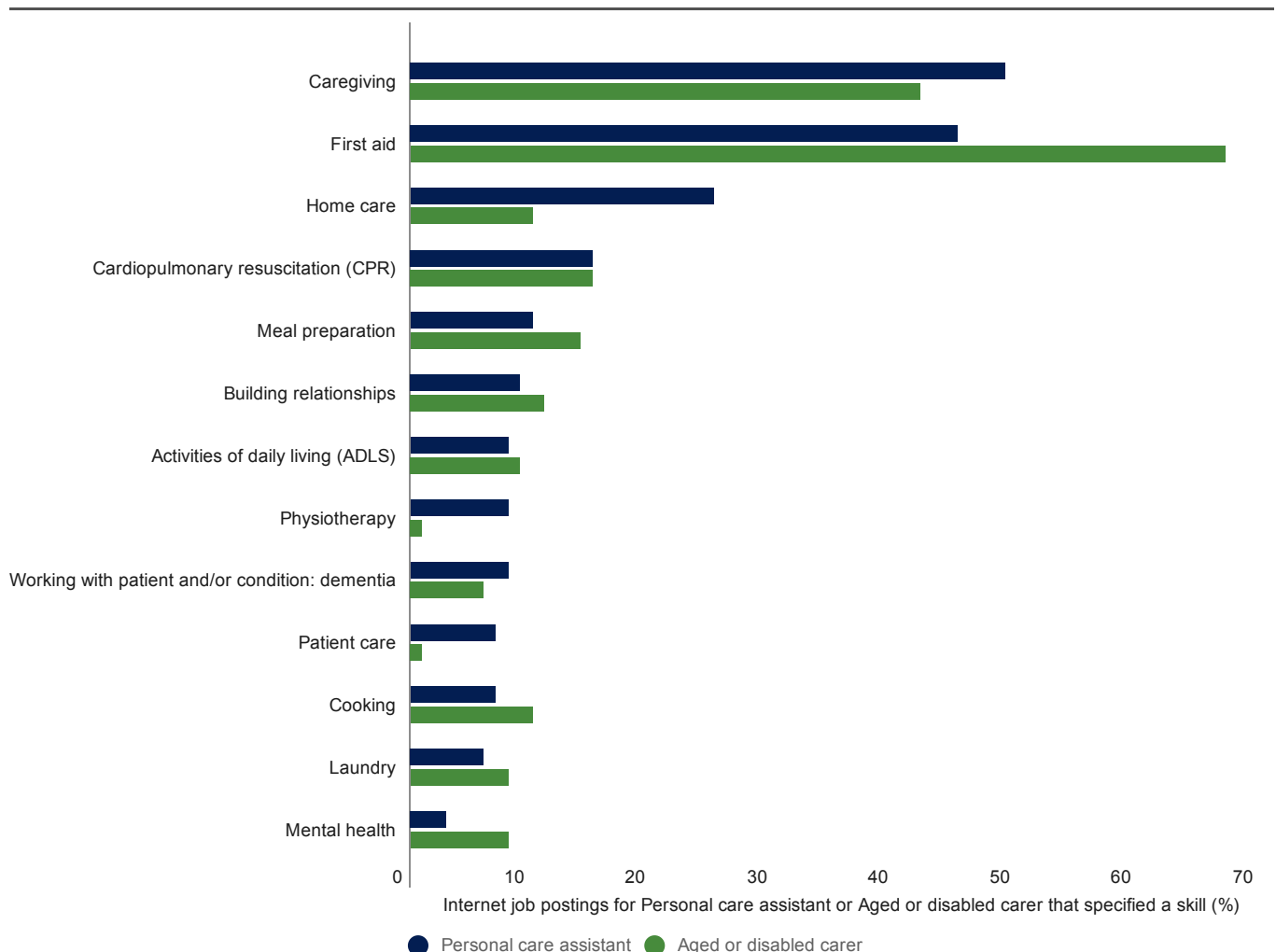
What specialised skills are in demand?

Specialised skills are those specific to an occupation. In the chart below, the comparison tab shows the top 10 skills requested in internet job postings for both Personal care assistants and Aged or disabled carers. The remaining tabs show the top 10 skills for each occupation respectively. Caregiving, first aid (including CPR) and home care skills were the most frequently requested by employers for these roles.

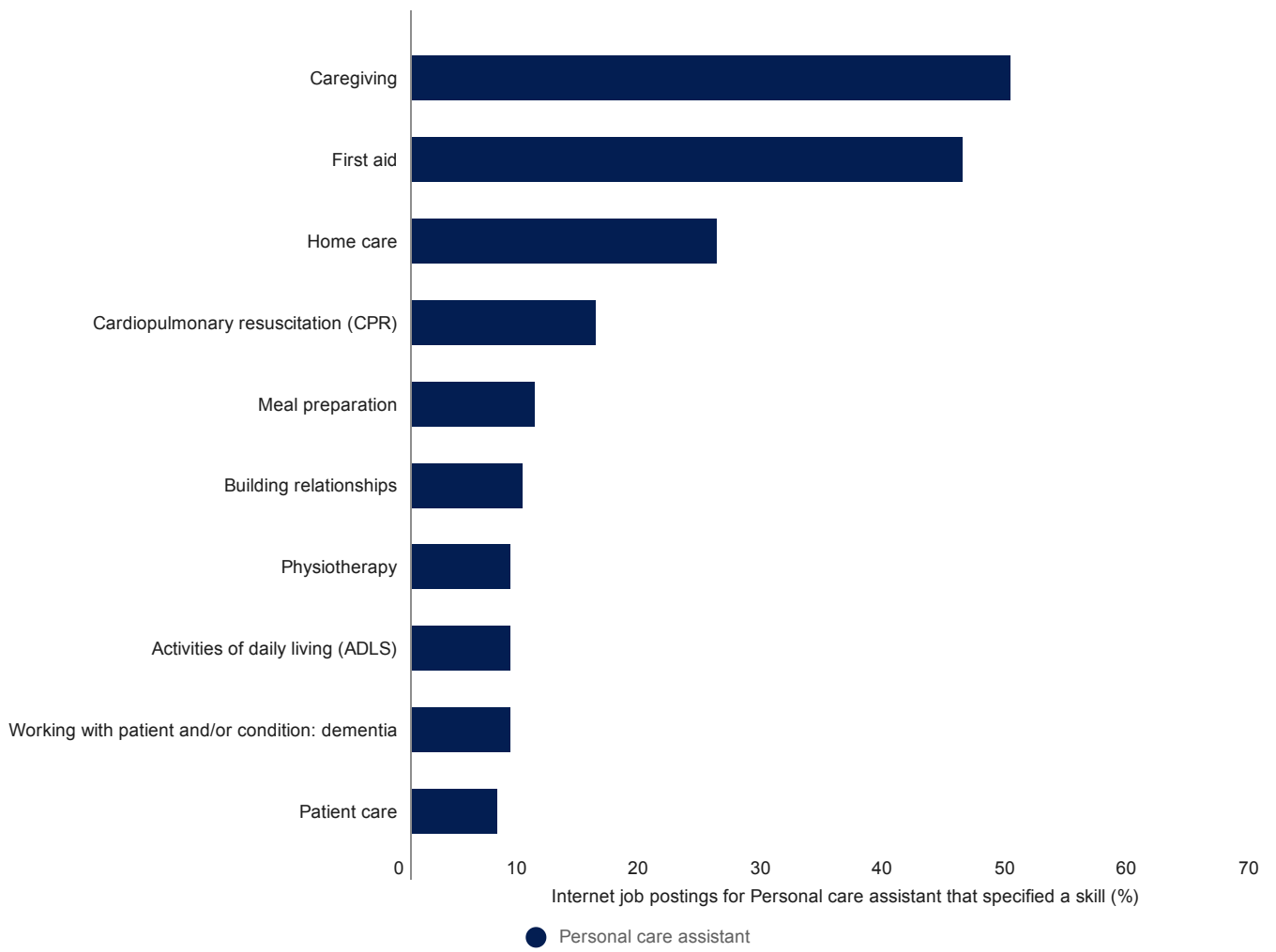
Also requested were skills in meal preparation and cooking, suggesting that jobs in this area may involve preparing meals for clients. First aid and meal preparation skills were more frequently requested for Aged or disabled carers, whereas caregiving and home care skills were more frequently requested for Personal care assistants. This likely reflects the more institutional nature of Aged or disabled carer jobs compared to the home-based support of Personal care assistant jobs.

Specialised skills most requested for jobs related to personal care and support in internet job postings, 2017

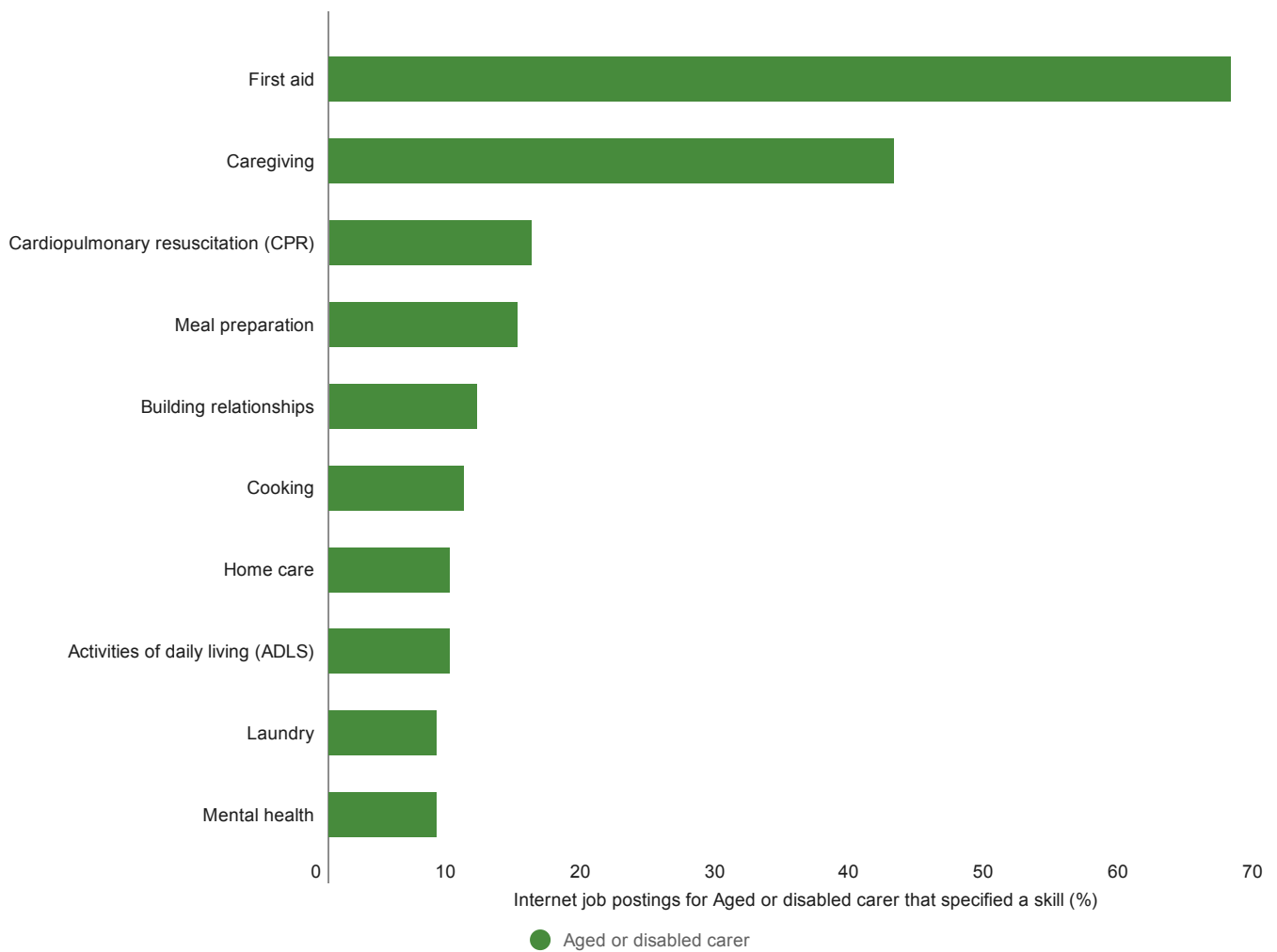
Comparison



Personal care assistant



Aged or disabled carer



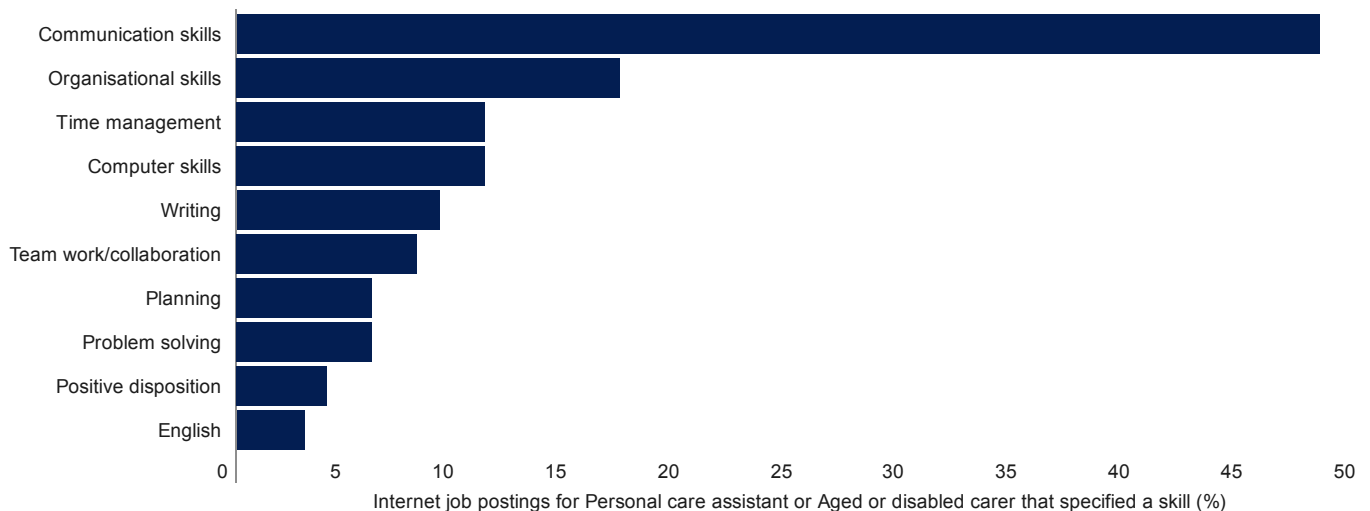
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What employability skills are in demand?

Employability skills can be defined as a set of non-technical skills, capabilities and attributes that contribute to an individual's likelihood of gaining employment. The chart below combines the employability skills for internet job postings for Personal care assistants and Aged or disabled carers as they were similar across both occupations. Communication and organisational skills were the most requested by employers.

Computer skills was the fourth most requested skill, suggesting that those working in this area need digital literacy in order to be effective.

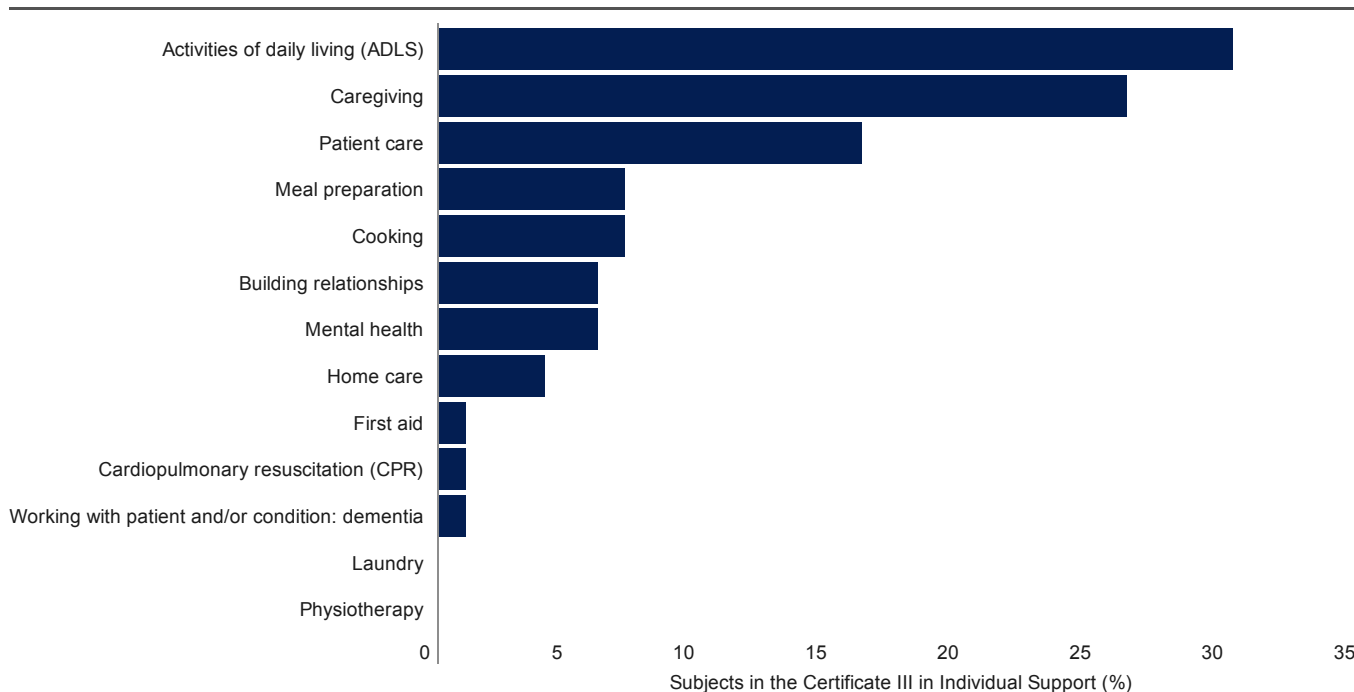
Top 10 most requested employability skills for jobs related to Personal care and support in internet job postings, 2017



Are these skills provided by the Certificate III in Individual Support?

The chart below shows the percentage of subjects available to students in the Certificate III in Individual Support (core and all electives) that correspond to a specialised skill among the top 10 most requested by employers in internet job postings. As subjects do not list skills in the same way as internet job postings, it was necessary to manually determine (based on the title and description) which subjects corresponded to which skills. There were no subjects that included skills related to laundry or physiotherapy.

Coverage of the most requested specialised skills in internet job postings for personal care and support by corresponding subjects in the Certificate III in Individual Support, 2017



[Download data](#)

Note: As some subjects include more than one skill, values will not sum to 100%.

Skill supply and demand

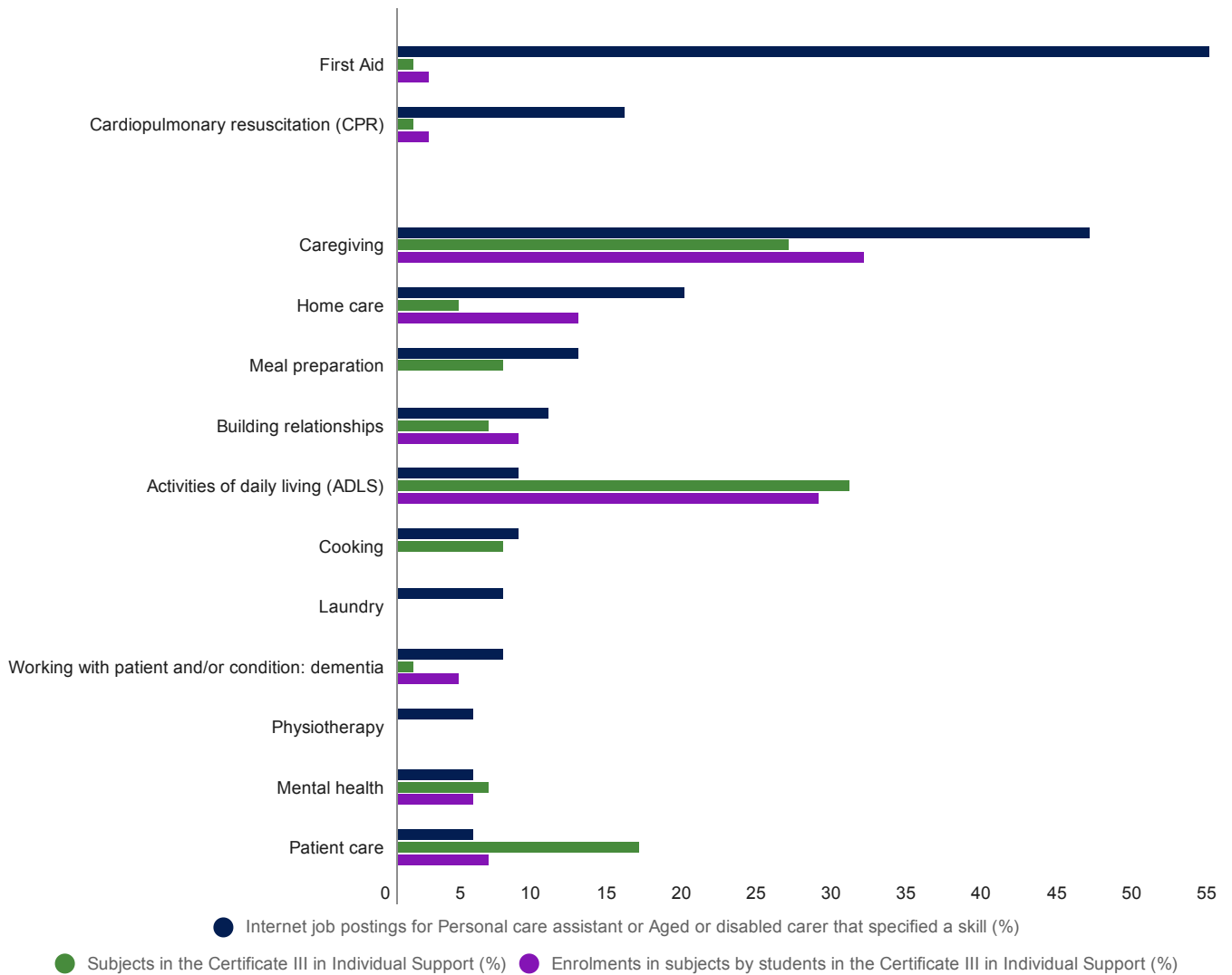
The chart below compares the percentages of:

- internet job postings for either Personal care assistants or Aged or disabled carers requesting a skill (**blue**)
- subjects that include that skill (**green**)
- enrolments in subjects including that skill (**purple**).

This shows that skills such as caregiving or activities of daily living have high percentages of enrolments in associated subjects. This is in line with the high demand for these skills in internet job postings. However, skills such as meal preparation or cooking have few enrolments in the subjects associated with them, despite being an option for students.

High employer demand for skills in first aid or CPR often refers to a requirement for employees to hold a first aid certificate, which can be obtained through undertaking one subject. This is likely the cause of the seemingly large difference between employer demand for these skills and corresponding subjects and enrolments - these skills have been separated into the top part of the chart below.

Comparison of requests for the most requested specialised skills in internet job postings for personal care and support and corresponding subjects and enrolments in the Certificate III in Individual Support, 2017



Download data

Additional certifications in demand

The certifications below were also regularly requested in internet job postings for Personal care assistants and Aged or disabled Carers.



Drivers licence



Working with children check



National police certificate



First aid certificate



CPR certificate

Further information

Note: the skill 'promotional support', which refers to personal selling of products to health care professionals in the field, was removed from the skills listing based on a determination that it was miscoded in postings that included the word 'promote'.

For more information, please refer to the accompanying technical report: <<https://www.ncver.edu.au/publications/publications/all-publications/Internet-job-postings-preliminary-skills-analysis>>

Data source:

Burning Glass Technologies 2018, Labour Insight Real-time Labour Market Information Tool, Burning Glass Technologies, Boston, viewed April 2018, <<https://www.burning-glass.com>>.

References:

Productivity Commission 2017, National Disability Insurance Scheme (NDIS) Costs; Productivity Commission Issues Paper, Australian Government, Canberra, viewed May 2017, <<https://www.pc.gov.au/inquiries/completed/ndis-costs#report>>.

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For details and exceptions visit the [NCVER Portal](#).

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