



North Eastman Health Association Inc. Job Description

Home Support Worker

POSITION SUMMARY:

Under the direction of the Resource Coordinator, the Home Support Worker functions as a member of a multidisciplinary team. As identified by the plan of care established, the Home Support Worker provides support/ direction to the client in their activities of daily living and assistance with household tasks. In collaboration with other health team members, the Home Support Worker promotes safe, supportive and integrated holistic health care services that are responsive to the residents of the North Eastman Health Association. This position functions in a manner consistent with and supporting the Mission, Vision and Guiding Principles of the North Eastman Health Association.

Reports To: Home Care Resource Coordinator

Location: Various sites throughout the region

Supervises: Not applicable

Union: MGEU - Community Support

QUALIFICATIONS:

Education and Experience

- Previous experience working with the elderly or infirm in a community setting is preferred.
- Experience in the tasks of light household maintenance, laundry, and meal preparation.
- Certificate in Safe Food Handling required (or it must be obtained during probationary period).

Knowledge, Skills and Abilities

- Ability to provide supportive care in a manner that considers each individual's need for comfort, privacy, and respect.
- Demonstrated knowledge of basic nutrition and meal planning.
- Ability to communicate effectively with clients, families, and coworkers, both orally and in writing.
- Strong organizational skills.
- Demonstrated ability to work independently and as a member of the Health Care Team.
- A valid driver's license and access to a vehicle for work purposes.
- Ability to work a variety of shifts.

- Access to an answering machine and/ or call display.

POSITION DUTIES AND RESPONSIBILITIES:

Provides Supportive Care to Clients

- Establishes an effective working relationship with client/family.
- Demonstrates respect for client's feelings, need for confidentiality, privacy, routine and lifestyle when providing care.
- Supports/assists in Activities of Daily Living (ADL) as identified in the Home Care Service Plan.
- Provides direction/supervision to clients in carrying out ADL by supervising client in self care activities and mobility.

Prevents the spread of communicable disease

- Follows communicable disease protocol for universal precautions for handling blood and body fluids.
- Demonstrates knowledge of communicable disease control in the performance of duties.

Provides light housekeeping duties and laundry

- Maintains a safe and sanitary environment.

Provides for nutritional intake

- Assists with meal preparation and planning according to the Service Plan.

Organizes work according to client's needs and assigned tasks

- Plans authorized care with client.
- Prioritizes assigned tasks.
- Completes work assignment in time provided.

Maintains accountability

- Adheres to schedule as assigned.
- Observes and reports significant changes in client situations to Case Coordinator.
- Reports concerns in performance of tasks to Resource Coordinator.
- Maintains client confidentiality.
- Completes and submits timesheets and mileage reports within expected deadlines.
- Completes Occurrence Reports accurately according to instructions within expected identified timelines.
- Utilizes supervision for problem solving, clarification of assignment, and to identify training needs.

Demonstrates appropriate code of conduct

- Demonstrates commitment and cooperation.
- Demonstrates ability to work independently.
- Accepts and complies with program policies and procedures and Best Practice Manual.

- Promotes the client's independence and quality of life whenever possible.
- Displays a professional image when reporting to work assignments.
- Follows "Ethics and Responsibilities" of Home Care Program and adheres to North Eastman's Conflict of Interest Policy.

Workplace Safety and Health

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

Patient Safety

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
- Other duties as assigned.

Revised: _____
Date

Approved by: _____ Date
Director/ Manager/ Supervisor

Approved by: _____ Date
Vice President/ CEO

Approved by: _____ Date
Director, Human Resources