



**North Eastman Health Association Inc.
Job Description**

Supportive Housing Companion

Position Summary

Consistent with and supporting the North Eastman Health Association Inc. vision, values and mission statement, the Supportive Housing Companion is responsible for the safety, support and supervision of clients living in Supportive Housing. The Supportive Housing Companion is a multi functional position that supports independent living of older adults. Primary functions include assisting clients with the following: client support and supervision, assist with breakfast and snacks, washing dishes, laundry service as required, recreation programs, cleaning, and reporting all client and environmental changes to appropriate staff and management.

Reports To: Manager, Senior Support Programs

Location: Supportive Housing various locations

Supervises: Not applicable

Union : MGEU – Community Support

QUALIFICATIONS:

Education and Experience

- High School Diploma or equivalent.
- Valid recognized Food Safe Handling certificate.
- Experience in homemaking and caring for older adults.
- Providing support, personal assistance to frail, cognitively impaired or physically disabled individuals.
- Use of computers in a Windows environment.

Knowledge, Skills and Abilities

- Assists clients in a manner that preserves dignity and promotes independence.
- Ability to work with individuals with difficult behaviors.
- Is flexible and adapts to changes and/ or situations.
- Recognizes and reports changes in the clients' ability to function within the Supportive Housing environment.
- Prioritize tasks.
- Works independently with minimal supervision.
- Identifies and assesses emergency situations and follows appropriate procedures.
- Builds and maintains positive relationships.

-
- Works in a team setting with other Supportive Housing staff, Home Care staff and Managers.
 - Short term replacement of staff when necessary.
 - Complies with NEHA and Supportive Housing building policies and procedures.
 - Excellent oral and written communication skills.
 - Demonstrated organizational skills.
 - Maintains confidentiality.

POSITION DUTIES AND RESPONSIBILITIES:

Client Services

- Promotes clients' independence, self confidence and dignity by encouraging them to perform their own activities of daily living.
- Provides general support, supervision, guidance and direction.
- Reminds clients', only when necessary, to take their medications, keep appointments and attend chosen activities.
- Assists the clients' with ambulation by ensuring mobility equipment is used correctly and reports any equipment concerns to clients contact person.
- Observes, documents and reports any changes of clients health status to the appropriate Home Care Case Coordinator.
- Keeps families and/ or significant others informed of clients activity and status.
- Contacts 911 and/ or clients contact in the event of an emergency.
- Reports changes to the oncoming shift.

Food Services

- Encourages client to assist with dining area preparation for service of meals and snacks.
- In conjunction with the client, prepares and serves breakfast and snacks.
- Practices plate presentation for breakfast and snacks as per instruction from food service.
- Monitors and promotes an interactive, relaxed, unhurried and enjoyable dining experience.
- Encourages client to participate with cleaning and tidying the dining room after meals and snacks.
- Cleans and tidies the kitchen after breakfast and snack preparation.
- Washes breakfast dishes and puts them back in cupboards and drawers.
- Encourages safe storage of clients' personal food or snacks according to Food Safe Handling guidelines.

Laundry

- Encourages the client to complete own laundry.
- Assists the client to launder and/ or fold/ put away their personal clothes as needed.

- Completes unfinished laundry.

Client's Suite

- Encourages the client to tidy, dust, sweep and make their bed.
- Involves the client in any decision making regarding location of furniture and personal belongings.

Common Areas

- Maintains clean common areas by dusting, sweeping, damp mopping and vacuuming; involving the client as they are capable and as they choose.
- Ensures common areas are kept in a safe, tidy and comfortable manner.

Staff and Storage Areas

- Cleans and tidies the office, washroom, storage and private areas.

Recreation and Social Programs

- In consultation with the clients; plans and implements recreational/ social programs.
- Encourages participation while respecting individual's choice.
- Encourages family and significant others to participate in programs with the client.
- Develops and posts a daily/ weekly/ monthly program calendar.
- Maintains records of programs, attendance and participation.
- Purchases/ orders program supplies.
- Petty Cash and reconciliation.

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
Manager/ Supervisor

Approved by: _____ Date
Vice President/ CEO

Reviewed by: _____ Date
Director, Human Resources