



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

Supportive Housing Worker

Position Summary

The Supportive Housing Worker functions in a manner consistent with and supports the Mission, Vision, Values & Guiding Principles of the North Eastman Health Association. Under the direction of the Manager of Senior Support Programs, the Supportive Housing Worker functions as a member of a multidisciplinary team and assists clients with light housekeeping and laundry service.

Reports To: Manager, Senior Support Services

Location: Supportive Housing, various locations

Supervises: Not applicable

Union : MGEU – Community Support

QUALIFICATIONS:

Education and Experience

- Ability to provide assistance and service in a manner that considers each Client's need for comfort, privacy, and respect.
- Previous experience working with the elderly or infirm in a community setting is preferred.
- Experience in the tasks of light household maintenance and laundry.

Knowledge, Skills and Abilities

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

POSITION DUTIES AND RESPONSIBILITIES:

Provides Support 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 service.

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.

Organizes work according to client's needs and assigned tasks

- 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 the Home Care Case Coordinator and supervisor.
- Reports concerns in performance of tasks to their supervisor.
- Maintains client confidentiality.
- Completes and submits timesheets 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.
 - 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.

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- Other duties as assigned.

Revised: _____
Date

Approved by: _____ Date
Manager/ Supervisor

Approved by: _____ Date
Vice President/ CEO

Reviewed by: _____ Date
Director, Human Resources