

**Job Description**  
**HOME SUPPORT WORKER**

<b>Position title:</b>	Home Support Worker (HSW)
<b>Reports to:</b>	Manager of Care Navigation
<b>Department:</b>	Care Navigation Team
<b>Location:</b>	In-home client support for HISH Clients in Peterborough County
<b>Employment group:</b>	Class H

**Job Purpose/Summary:**

Home Support Workers (HSWs) courteously assist clients of the High Intensity Supports at Home (HISH) with routine household activities. Duties vary according to the individual needs of the client but may include light housekeeping, shopping, and meal preparation.

**Primary Duties and Responsibilities:**

***Housekeeping***

- Sweep, mop, and vacuum floors and stairs.
- Clean bathrooms, including mirrors, toilets, sinks, countertops, showers, and bathtubs.
- Change bed linens, make beds, and fluff pillows.
- Clean kitchens, including wiping down appliances, counters, sinks, cabinet doors, and other surfaces.
- Clean interior of microwaves, refrigerators, and ovens.
- Wash and dry dishes and put them away and/or load and unload dishwasher.
- General tidying of rooms. This may include working alongside clients to declutter and to do light organizing.
- Dust and polish furniture and fixtures.
- Sanitize switch plates, door knobs, and railings.
- Wipe windowsills, blinds, baseboards, and other surfaces.
- Clean interior windows.
- Sort, wash, dry, fold, and iron clothes.
- Remove garbage and recycling.
- Maintain cleanliness of pet feeding areas and litter boxes.
- Clean ceiling fans and change lightbulbs within reach using a step stool.
- Take client and caregiver preferences into consideration to tailor the service to meet their needs.
- Safely use supplies and equipment provided by the client including disinfectants, vacuums, mops, and other cleaning supplies and tools.
- Keep track of cleaning supplies and inform the client when they are low and need to be replaced.
- Handle client belongings with care and consideration.

***Meal Preparation***

- Prepare nutritious meals in the client's home to accommodate specific dietary needs and preferences.

***Shopping***

- Run errands such as shopping for groceries or dropping off mail within the hours of the scheduled assignment.
- Ensure the client provides cash or a gift card to pay for purchases. Do not use the client's debit or credit cards.

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- Complete a *Record of Client Purchase Form* with the client/caregiver before conducting the errand to document how much cash the client/caregiver has provided.
- Obtain receipts for any purchases and finish completing the second part of the *Record of Client Purchase Form*.
- Using a cell phone, take a photograph of the receipt and completed *Record of Client Purchase Form*.
- Upload the photo as part of the *Client Visit Report* following the assignment.

### **Client Interactions**

- Upon arrival, conduct COVID-19 screening.
- Greet and interact with clients and their caregivers in a courteous, friendly, and patient manner.
- Discuss the *Plan of Service* and the client's expectations and preferences. Take the lead of the client/caregiver, but contact the Care Navigator about any requests not included in the *Plan of Service* or out of scope.
- Respond to client/caregiver inquiries and complaints in a professional manner.
- Inform clients of any accident that may occur during the course of cleaning.
- Promote and maintain a high standard of customer service that is client-centred.
- Act as a positive representative of Community Care Peterborough, using tact and diplomacy.
- Maintain healthy boundaries by not performing tasks outside the scope of the position description. Hands on assistance or care is outside the scope of this position.
- Promptly discuss any unusual requests with the Care Navigator for Personal Support Services.
- Report any concerns about the client's condition, environment, or circumstances to the Care Navigator.

### **Reports and Record Keeping**

- Accurately track start and end times for documentation.
- If shopping or running errands for a client, track mileage for documentation.
- Complete documentation electronically within 24 hours of the completion of each assignment.
- Report significant safety concerns and/or incidents to the Care Navigator or Manager immediately by telephone.
- Complete *Reportable Event* forms as requested and submit in a timely fashion.

### **Health and Safety**

- Create a safe and calm environment while carrying out duties in the client's home.
- Observe and comply with infection control protocols including enhanced protocols for COVID-19, using routine practices at all times and contact and/or droplet precautions.
- Wear personal protective equipment as required.
- Identify and, when possible, eliminate potential client health and safety risks. Notify Care Navigator or designate if health and safety concerns cannot be immediately resolved.
- Comply with the Occupational Health and Safety Act and other related legislation.

### **General**

- Travel to and from clients' home within an established schedule/time period.
- Advise Care Navigator or designate immediately if unable to keep an assignment or late for a scheduled client visit.

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- Function and report in accordance with Community Care Peterborough’s policies, procedures, practices, and guidelines designed to promote and protect the safety of clients and employees.
- Ensure confidentiality of client information.
- Participate in continuous quality improvement processes by making recommendations for improvements to service and applying best practices.
- Attend and actively participate in training, orientation and in-service sessions offered by the Agency.

### Working Conditions:

- Frequent travel and driving required in a variety of conditions, including inclement weather.
- Hours of work vary based on program requirements and organization financial resources.
- Work with moderate frequency of interruptions both in-person and by telephone.
- Active listening and mental attentiveness in dealing with clients, caregivers, and other employees.
- Frequent moderate to heavy lifting, carrying, bending and pushing is required.
- Environmental conditions may include exposure to: body fluids; soiled linens; infectious diseases; verbal abuse; physical abuse (including threat of); unusual behaviour related to cognitive ability; noise (human or equipment); odour; poor ventilation; smoke; chemical substances; dirt/dust; humidity/moisture; temperatures outside of the normal comfort level; and animals, especially dogs and cats, as well as their excrement and dander.

### Key Competencies:

#### *Core Organizational Competencies*

- **Respect:** fosters trust, empathy, and compassion, both for those served and for volunteers and team members.
- **Accessibility:** seeks to remove barriers and be open, responsive, and inclusive in every aspect of the workplace.
- **Collaboration:** develops partnerships or links with others whenever possible to facilitate connections and focus on solutions.
- **Leadership:** innovative and resourceful, positively influences others to achieve results that are in the best interest of our organization.
- **Empathetic Outlook:** perceives the feelings and attitudes of others; place’s oneself “in the shoes” of another and views a situation from their perspective.

#### *Level-Based Competencies*

- **Relationships:** establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Initiative:** demonstrates commitment to CCP’s mission, vision, and goals. Displays energy and enthusiasm in approaching the job. Maintains high level of productivity, follows through on directions, and ensures good work flow.
- **Teamwork:** works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Communication:** speaks, listens, and writes in a clear, thorough, and timely manner, using appropriate and effective communication tools and techniques.
- **Attention to Detail:** pays attention to details ensures work is error-free and complete.

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### ***Position-Based Competencies***

- **Customer Service Excellence:** demonstrates commitment to serving others at a level that exceeds their expectation by identifying and responding to their needs while respecting their individual dignity and values.
- **Organized:** delivers on priorities, manages own time, adheres to a work schedule, and tracks and reports on details, data, information, and/or activities.
- **Documentation:** demonstrates complete, timely and accurate client reporting.
- **Adaptability:** demonstrates flexibility with respect to changing work environments, client preferences and organizational needs.
- **Compassion:** shows compassion and respect in all workplace interactions.

### **Qualifications:**

#### ***Education***

- High school diploma, GED, or an equivalent combination of work experience and education

#### ***Experience***

- Minimum of 1 years' experience in a housekeeping role
- Experience with older adults and/or adults with physical challenges is an asset

#### ***Professional Designations and/or Licences***

- Valid Ontario Class G driver's license
- Valid Emergency or Standard First Aid Certificate and CPR Level A or Level C is an asset.
- Food Handler Certificate is an asset

#### ***Knowledge, Skills, and Abilities***

- Ability to lift weights of 40 – 60 lbs.
- The physical strength and ability to undertake frequent walking, bending, stretching, pulling, and long periods of standing.
- Ability to work independently with minimal supervision.
- Strong verbal and written communication skills that demonstrate respect, empathy, and understanding.
- Ability to follow instructions.
- Ability to work in various social and economic environments.
- The capacity to adhere to strict confidentiality.
- Punctual and reliable.
- Ability to adapt to changing schedules.
- Knowledge and understanding of the needs of older adults, persons with disabilities, caregivers and persons with an acute or chronic health conditions.

#### ***Other Requirements to Perform the Job***

- A current and original copy of a Satisfactory Police Vulnerable Sector Check.
- Use of personal vehicle to travel to and from client homes.
- Use of a personal cell phone.

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- High speed internet access for the submission of reports via the web.

<b>Approved by:</b>	Danielle Belair, Executive Director
<b>Date approved:</b>	Dec 11, 2020;
<b>Last reviewed date:</b>	Feb 25, 2022
<b>Staff Signature and date:</b>	