



POSITION DESCRIPTION

POSITION TITLE:	HOME SUPPORT WORKER
DEPARTMENT:	HOME CARE
CLASSIFICATION:	HOME SUPPORT WORKER
UNION:	MGEU – COMMUNITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	HOME CARE RESOURCE COORDINATOR
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

Under the direction of the Home Care Resource Coordinator, the Home Support Worker functions as a member of a multidisciplinary team. The Home Support Worker provides support/ direction to the client in their activities of daily living and assistance with household tasks following the plan of care established, polices and program standards meeting identified needs to enable the clients to remain independent and safe in their homes for as long as possible. In collaboration with other health team members, the Home Care Support Worker promotes integrated holistic health care services that are responsive to the needs of the residents of the Interlake-Eastern region. The position of Home Support Worker functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Provides supportive care to clients

- Provides direction/supervision to clients in carrying out Activities of Daily Living (ADL) by supervising client in self-care activities and mobility promoting optimal independence and quality of life.

- Establishes an effective working relationship with client/family.
- Refrains from imposing own beliefs, values and lifestyle on client and family.
- Demonstrates respect for client's feelings, need for confidentiality, privacy, routine and lifestyle when providing care.
- Establishes and maintains professional boundaries with client and family.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

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.
- Demonstrates knowledge of standards of safety and sanitation including guidelines for hand washing.

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 Care Plan.
- Practices safe food preparation and storage.
- Demonstrates knowledge and application of basic nutritional meal, special diets, and food preferences of clients.

Organizes work according to client's needs and assigned tasks

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

Maintains accountability

- Adheres to schedule as assigned.
- Provides only those services for which education/training and experience have prepared her/him and which he/she is competent; provides only those services which are authorized on the client's care plan.
- Consults Home Care Resource Coordinator for problem solving, clarification of assignment, and concerns of knowledge and /or skills deficit to identify training needs.
- Observes and reports significant changes of client to Home Care Case Coordinator and/or client family.
- Maintains client confidentiality following The Personal Health Information Act (PHIA) and Freedom of Information and Protection of Privacy Act (FIPPA) legislation.
- Completes and submits timesheets and mileage reports within expected deadlines.
- Completes Occurrence Reports according to instructions within expected timelines.
- Communicates with co-workers involved to achieve the client centered goals as outlined in the Care Plan.

Demonstrates Appropriate Code of Conduct

- Demonstrates commitment and cooperation.
- Displays a professional image when reporting to work assignments; wears Interlake - Eastern RHA name tag at all times when providing care to clients.
- Demonstrates ability to work independently.
- Understands and works within the role of the Home Support Worker.
- Accepts and complies with program policies and procedures.
- Follows “Ethics and Responsibilities” of Home Care Program and adheres to Interlake-Eastern’s Conflict of Interest Policy.

Education

- Participates in case conferences, staff/team meetings, and in-services as requested by the Home Care Resource Coordinator.
- Participates in orientation of new employees as requested by the Home Care Resource Coordinator.
- Identifies own learning needs and participates in goal setting to enhance work performance.
- Participates in and adheres to training related to MSIP program.
- Attends and participates in program and organizational education opportunities as required and appropriate.

OTHER

- Performs other duties as assigned.

QUALIFICATIONS

EDUCATION/ CERTIFICATION:

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REQUIRED KNOWLEDGE:

- Demonstrated knowledge of basic nutrition and meal planning.

EXPERIENCE REQUIRED:

- Previous experience working with the elderly or infirm is preferred.
- Experience in the tasks of light household maintenance, laundry, and meal preparation.

SKILLS/ COMPETENCIES:

- Ability to provide supportive care in a manner that considers each individual’s need for comfort, privacy, and respect.
- 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.
- Must have a valid driver’s license and access to a reliable vehicle for work purposes.
- Ability to work a variety of shifts.
- Access to an answering machine and/ or call display.

- Mental and physical ability to meet the demands of the job.
 - Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
 - Proficiency of both official languages is essential for target and designated bilingual positions
 - Completes and maintains a satisfactory pre-employment security check.
 - Satisfactory employment record.
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WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations, Policies and Infection Control Guidelines. Obeys al safety and health rules and follow 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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Created: _____
Date

Revised: _____
February, 2016
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by: _____
Vice President, Human Resources _____
Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.