



Home Help Provider Role Description

Reports to: Home Services Supervisor

Position Overview:

The Home Help Provider is a community support service provider employed by Southern Frontenac Community Services (SFCSC), responsible for assisting seniors and adults with disabilities to manage household tasks, allowing them to remain in their homes longer. Working closely with the In-Home Services Supervisor and/or Coordinator, the Home Help Provider is matched with clients and scheduled to perform various household management tasks, including cleaning, laundry, basic meal preparation, and running errands. Social respite may also be assigned.

The position requires a minimum availability of approximately 20 - 25 hours weekly (Mon-Fri during business hours), with assignments scheduled on a case-by-case basis. Home Help Providers are assigned clients at the discretion of the In-Home Services Supervisor and/or Coordinator and must be available to fulfill the mutually-agreed hours committed to at time of hire. An allowance for travel between clients' homes when visiting two or more clients on the same day is provided.

Responsibilities:

- **Provide professional and compassionate service to all clients** in alignment with SFCSC policies and values, including protecting the client's right to confidentiality. Ensure regular communications and follow-up occurs with clients and attention to changes in circumstance are case noted and/or communicated to the In-Home Services Supervisor/Coordinator as appropriate. Educate clients about the other available services from SFCSC and support referrals to encourage access.
- **Maintain positive and respectful client interaction** at all times. Upon entering a client's home, have a conversation with the client or their representative to confirm the tasks they need assistance with. Tasks may include (but are not limited to): household cleaning, dusting, washing floors, windows, dishes, bathrooms, laundry, meal preparation, or errands (e.g., retrieving mail or groceries), light garden work. A more extensive list will be provided with each assignment.
- **Complete requested tasks** in a thorough and efficient manner, being respectful of client's property and sensitive to their level of comfort with worker presence and assistance in the home. Participate in other duties as assigned at the office, including office cleaning or light administration support as requested between assignments.
- **Build a positive, professional relationship** with the clients fostering open communication and feedback regarding the tasks being completed. Maintain professional boundaries when developing relationships.

- **Respect client's dignity and privacy** throughout all provisions of care. Home Help Provider is at all times an ambassador of SFCSC, while directly caring for clients and when performing any additional duties. Diligently protect all client information in compliance with all privacy rules and regulations. Represent the organization in a professional manner.
- **Bring awareness and be alert to your surroundings and tasks**, noting any safety concerns for both yourself or the client, and respond appropriately further to SFCSC guidelines. Ensure forwardness and open communications with the Home Services Supervisor/Coordinator as it pertains to client care and wellness concerns.
- **Record hours worked and obtain the client's signature** at each visit. Submit hours bi-weekly, on a timely basis to the In-Home Services Supervisor/Coordinator. Report updates regularly to the Home Services Supervisor and/or Coordinator as instructed. Routinely maintain appropriate client records after each client visit and submit case notes.
- **Respond to new client assignments** within one business day of receiving the request from SFCSC. Make contact to schedule first visit, if not pre-arranged, within 48 hours.
- **Actively participate in training, development and meetings** to best support the role within the organization. Attend and participate in all assigned training and staff meetings, as requested by the Home Services Supervisor. Seek out education opportunities to address any knowledge gaps.