



**Seniors & Community Support Services
Home Help Provider – Casual**

Background: The Home Help Provider is a community support service provider employed by SFCSC. Working closely with the Client Care Coordinator, the Home Help Provider performs household management tasks for seniors and adults living with disabilities enabling them to remain in their homes longer. Reports to Client Care Coordinator.

Purpose: To provide SFCSC clients with household management services. These may include household cleaning, laundry, basic meal preparation, and errands. A detailed list will be provided.

Time Requirement: The Service Provider is notified of assignments on a case-by-case basis. Service providers may accept or refuse the assignment at their sole discretion. There is no guarantee of hours with this position.

Reimbursement: \$18.21/hour.
\$0.40/kilometre travel allowance between clients when you visit 2 or more on the same day.

Responsibilities:

- At all times respect and protect client's right to confidentiality per SFCSC confidentiality agreement.
- Be professional and consistent with SFCSC values at all times while with SFCSC clients.
- Treat all clients with respect. Upon entering their home, have a conversation with the client or their representative to ensure you understand the tasks they are looking to you to provide or support. These may include (but not limited to): cleaning any room of a home, washing floors, windows, dishes, bathrooms, laundry, meal preparation, or errands (e.g. retrieving mail or grocery items). A more extensive list will be provided for which you can indicate your preferences.
- Complete requested tasks in a thorough and efficient manner, being respectful of client's property and sensitive to their level of comfort with you in the home.
- Develop a positive, professional rapport with the clients that allows for open communication and feedback regarding the tasks you are completing for them.
- Maintain the client's right to dignity and privacy throughout all provisions of care.
- Maintain professional boundaries when developing client relations.
- Bring awareness to your surroundings and tasks taking note of any safety concerns for yourself or the client and responding appropriately per SFCSC guidelines.
- Record hours and obtain client signature at each visit for all clients. Submit hours bi-weekly, on a timely basis to the Program Supervisor.
- Report the initial attendance of private pay clients matched through SFCSC to the Program Supervisor.
- Respond to new assignment offers in a timely manner (i.e. 1 day)
- Ensure forwardness and open communications with the Program Supervisor as it pertains to client care

and wellness concerns.

- Attend any meetings of Service Providers as requested by SFCSC.

Required Skills and Experience:

- Experience providing house cleaning or household management services to others.
- Experience interacting with seniors.
- Two positive references.
- Must have own transportation.
- Commitment to comply with SFCSC confidentiality agreement.
- Willingness to attend training or meetings as requested.
- Must be able to lift 25lbs.

Orientation and Training:

- SFCSC will provide an orientation package, in addition to an organization tour.
- Regular meetings will be held with the Service Providers on a semi-annual basis, as a minimum.

Terms and Conditions:

- This is a casual position.
- Physical distancing, screening and use of PPE in accordance with KFL&A Health recommendations is required.