



Home Help Provider – Part-time

Role Description

Reports to: Seniors Program Manager

Position Overview:

The Home Help Provider is a community support service provider employed by 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 Coordinator, the Home Help Provider performs various household management tasks, including cleaning, laundry, basic meal preparation, and running errands. A detailed list of duties will be provided.

The position requires a minimum of 28 hours of service biweekly, with assignments given on a case-by-case basis. Service providers are assigned clients at the discretion of the In-Home Services Coordinator and must be available to fulfill the required hours. This position offers a guaranteed minimum of 28 hours of work every two weeks. Additionally, the Home Help Provider will receive a \$0.42/kilometre travel allowance for travel between clients when visiting two or more clients on the same day.

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 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 understand the tasks they need assistance with. Tasks may include (but are not limited to): cleaning, washing floors, windows, dishes, bathrooms, laundry, meal preparation, or errands (e.g., retrieving mail or groceries). 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 your presence and assistance in the home.
- **Build a positive, professional relationship** with the clients fostering open communication and feedback regarding the tasks you are completing for them. Maintain professional boundaries when developing relationships.
- **Respect client's dignity and privacy** throughout all provisions of care.

- **Bring awareness and be alert to your surroundings and tasks**, noting any safety concerns for both yourself or the client, and respond appropriately per SFCSC guidelines. Ensure forwardness and open communications with the Program Supervisor 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 Coordinator. Report the initial attendance of private pay clients matched through SFCSC to the Seniors Programs Supervisor.
- **Timely respond to supervisor or in-home services coordinator with new assignments or changes** in scheduling (i.e. 1 day).
- **Actively participate in training, development and meetings** to best support the role within the organization. Seek out education opportunities to address any knowledge gaps. Participate in training for service providers and staff meetings, as requested by SFCSC. Willingness to participate in other duties as assigned at the office, particularly when client load does not meet 28 hours bi-weekly. The Home Helper is at all times an ambassador of SFCSC, while directly caring for clients and when performing any additional duties.