



## **HOME CARE ASSISTANT**

### **Responsible to**

Director of Client Care Aide/Homecare Services Manager

### **Description**

Provides support services in the home setting, including cleaning, laundry, window washing, meal preparation, shopping and other home-based services.

### **JOB DUTIES/KNOWLEDGE**

- \_\_\_\_\_ 1. Performs housecleaning and other household services such as vacuuming, dusting, cleaning bathrooms, scrubbing, sweeping, glass cleaning, bedmaking, etc. as requested in the client plan of care or special instructions from the client.
- \_\_\_\_\_ 2. Performs support services, such as meal preparation, laundry, grocery shopping, errands and transporting clients to appointments within the guidelines of the written plan of care.
- \_\_\_\_\_ 3. Recognizes and reports changes in the client's expectations of services and condition promptly to the support services manager.
- \_\_\_\_\_ 4. Records activities and submits time cards and other forms promptly and accurately according to policy.
- \_\_\_\_\_ 5. Uses cleaning equipment and supplies responsibly. Takes care to prevent breakage in the home.
- \_\_\_\_\_ 6. Attends at least two hours of inservice programming annually.

### **JOB PERFORMANCE**

#### **Demonstrates initiative and skills in planning and organizing work**

- \_\_\_\_\_ 1. Demonstrates a desire to set and meet objectives and to find increasingly efficient ways to perform tasks.
- \_\_\_\_\_ 2. Completes work, care and documentation with accuracy and within agency time frames.
- \_\_\_\_\_ 3. Requires minimal supervision and is self-directed.

### **MISSION/AGENCY STANDARDS**

#### **Demonstrates organizational awareness and commitment**

- \_\_\_\_\_ 1. Understands and appropriately applies the chain of command in relation to job position and supervision.
- \_\_\_\_\_ 2. Knows and understands the agency mission in relation to own job position.

#### **Observes confidentiality policy at all times**

- \_\_\_\_\_ 1. Protects and honors customer and coworker confidentiality.
- \_\_\_\_\_ 2. Respects customers' and coworkers' right to privacy.

#### **Observes attendance and attire policies**

- \_\_\_\_\_ 1. Meets attendance and punctuality expectations.
- \_\_\_\_\_ 2. Demonstrates cooperation with scheduling requests to meet agency needs.
- \_\_\_\_\_ 3. Consistently adheres to agency dress code.

#### **Complies with all other related policies, procedures and requests**

- \_\_\_\_\_ 1. Recommends and/or supports changes to policies and procedures.
- \_\_\_\_\_ 2. Demonstrates knowledge of policies and procedures applicable to own job position.
- \_\_\_\_\_ 3. Adheres to policies and procedures. Honors requests of management for interim rules.

#### **Conserves agency resources**

- \_\_\_\_\_ 1. Maintains agency property, supplies and equipment in a manner that demonstrates ownership and accountability.
- \_\_\_\_\_ 2. Maintains the work area to reduce the likelihood of safety hazards and to enhance its general appearance.

## COMMUNICATION SKILLS

### Demonstrates interpersonal understanding and utilizes effective communication skills

- \_\_\_\_\_ 1. Considers effects of words and actions on others.
- \_\_\_\_\_ 2. Utilizes listening skills that indicate understanding and promotes accurate interpretation of others' concerns, motivations and feelings.
- \_\_\_\_\_ 3. Recognizes the influence of beliefs and cultures on behaviors and accepts strengths and limitations in others.
- \_\_\_\_\_ 4. Works toward resolution of interpersonal conflicts as they arise.
- \_\_\_\_\_ 5. Recognizes when others are in need of information, assistance or direction and consistently offers and provides help.
- \_\_\_\_\_ 6. Attends and participates positively in meetings.
- \_\_\_\_\_ 7. Regularly reads and appropriately applies information to practice.
- \_\_\_\_\_ 8. Uses words that express respect, patience and understanding in interactions with others.
- \_\_\_\_\_ 9. Acknowledges others verbally and nonverbally (eye contact, expression, tone of voice) promptly and courteously.
- \_\_\_\_\_ 10. Follows appropriate phone etiquette.

### Exhibits behaviors of cooperation

- \_\_\_\_\_ 1. Develops cooperation and collaborative work efforts that generally benefit all involved parties.
- \_\_\_\_\_ 2. Demonstrates the initiative to meet the needs of the agency by assisting coworkers when work load permits.

## PERSONAL/PROFESSIONAL DEVELOPMENT

### Continuing education and personal/professional development responsibilities

- \_\_\_\_\_ 1. Maintains personal health status requirements in relation to job position.
- \_\_\_\_\_ 2. Maintains professional licensure/certification.
- \_\_\_\_\_ 3. Maintains current personnel file information and provides information to agency in timely manner.
- \_\_\_\_\_ 4. Sets own development challenges and volunteers to learn.
- \_\_\_\_\_ 5. Assists with orientation of new personnel.
- \_\_\_\_\_ 6. Adheres to agency infection control and safety policies, including education, reporting, and practice implementation specific to job position.
- \_\_\_\_\_ 7. Attends agency provided inservice programs to fulfill requirements of position and agency policies.

### Exhibits adaptability, flexibility, self-control and maturity in work and behavior

- \_\_\_\_\_ 1. Maintains stable performance and emotions when faced with opposition, pressure and/or stressful conditions.
- \_\_\_\_\_ 2. Recognizes codependency issues in caregiving roles and exercises caution in relationships to maintain objectivity.
- \_\_\_\_\_ 3. Develops work relationships that honor and respect others' strengths and abilities.

**QUALIFICATIONS**

- 1. Takes oral and written instruction well.
- 2. Minimum of six months of experience in housecleaning or closely related area with demonstrated skills.
- 3. Ability to work in a team environment.
- 4. Demonstrated knowledge of appropriate skills for communicating with individuals of all ages, especially the geriatric population.

**DEGREE OF TRAVEL**

Home visits daily. Periodic office meetings. Must have reliable transportation and agency-required liability insurance.

**DEGREE OF DISRUPTION TO ROUTINE, OVERTIME**

Must adapt to frequent schedule changes, based on client needs. Minimal overtime.

**SAFETY HAZARDS IN JOB**

Possible auto accident. Possible exposure to hazardous materials, unsafe neighborhoods.

\_\_\_\_\_

EMPLOYEE SIGNATURE

\_\_\_\_\_

DATE

JOB TITLE: Housekeeping Aide/Homemaker Aide

<b>PHYSICAL DEMANDS</b>	<b>NEVER</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Sit		X		
Stand				X
Walk				X
Bend/Stoop				X
Squat				X
Crawl				X
Climb				X
Reach Above Shoulder Level				X
Kneel				X
Balance				X
Lift, Carry, Push, Pull				
Maximum 10 Lbs.				X
Maximum 20 Lbs.				X
Maximum 50 Lbs.				X
Maximum Over 50 Lbs.		X		
Must Be Able To				
See				X
Hear		X		
Speak		X		
Use One Hand				X
Use Both Hands				X

<b>Environmental Conditions</b>	<b>NEVER</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Involves Being				
Inside				X
Outside		X		
Exposed to Temperatures of				
32°F and less		X		
100°F and more		X		
Wet & Humid Conditions		X		
Noise, Vibration				X
Fumes, Dust				X

<b>Hazards, Exposure</b>	<b>NEVER</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONTINUALLY</b>
Infectious Wastes	X			
Toxic Chemicals				X
Needles/Body Fluids	X			
Radiation	X			
Chemotherapeutics	X			

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EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE