

# Job Description

## Home Care Worker

## **PURPOSE OF THE POSITION**

(The main reason for the position, in what context and what is the overall end result)

The Home Care Worker is responsible for providing care to elders and others who require care and resources in their homes.

## **SCOPE**

(The way that the position contributes to and impacts on the organization)

The Home Care Worker provides and coordinates individualized care and resources to elders, disabled and others so that they may continue to live in their homes and in the community. Home Care may include transportation, house cleaning, personal hygiene, providing meals, and other health and wellness related activities.

The Home Care Worker is also responsible for administering the Home Care Program. The Coordinator will maintain confidential client files and will prepare and present reports and information as required. The Home Care Worker will ensure that all Home Care is provided in a caring and respectful way in keeping with all relevant policies and procedures and NWT Coordinated Home Care Standards.

The Home Care Worker will liaise with other community services and resources to ensure that other resources are involved, if required. The Coordinator will also provide information and education to individuals and groups in the community, as required and requested.

Failure to provide adequate services may put elders and others at risk and/or force elders to move from their homes before they are prepared to do so.

## **RESPONSIBILITIES**

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

### 1. Provide individualized home care

#### Main Activities

- Provide Home Care to elders, disabled persons, and others in the community with identified needs
- Provide Home Care including general housekeeping, personal hygiene and Meals-on-Wheels
- Transport Home Care clients to appointments and activities
- Assist with exercises, physiotherapy and other medical plans
- Monitor blood pressure and other physical conditions, as required
- Follow medical instructions carefully and consistently
- Organize time and resources based on the individual needs of clients
- Manage any unanticipated events or unstable situations

### 2. Administer the Home Care Program in order to ensure that the program is delivered in an appropriate, caring and respectful manner

#### Main Activities

- Ensure that care is provided according to all relevant policies, procedures and regulations
- Monitor supplies and resources
- Identify persons requiring home care and client needs
- Make recommendations for changes and improvements to the program, as required
- Discuss any concerns with the supervisor

### 3. Coordinate Case Management

#### Main Activities

- Ensure that all First Nations members needing care are identified
- Coordinate appropriate care and equipment including other community resources, as required
- Establish and maintain a current, accurate, confidential client reporting system
- Provide information to other health care professionals, as required
- Consult with family members and other supports to ensure that care is on-going and that all client needs are identified and met

4. Coordinate community resources and supports

Main Activities

- Encourage clients and families to be involved in care, if appropriate
- Encourage clients and families to take responsibility for care, if appropriate
- Liase with all family, medical and other resources, as required
- Advocate on behalf of clients for additional service and resources, as required
- Establish and maintain current, accurate, confidential files for each client
- Educate clients, families and support systems about the Home Care Program – what can be provided and when to access other resources

5. Perform other related duties as required

# **KNOWLEDGE, SKILLS AND ABILITIES**

(The knowledge, skills and attitudes required for satisfactory job performance)

## **Knowledge**

The Home Care Worker requires knowledge of:

- ✓ client assessment
- ✓ proper home care techniques including house cleaning, feeding and personal hygiene
- ✓ appropriate Home Care interventions
- ✓ services and resources in the community
- ✓ staff and program management and evaluation
- ✓ the culture and traditions of Northern Peoples
- ✓ all relevant legislation, policies and practices
- ✓ first aid and CPR

## **Skills**

The incumbent must demonstrate the following skills:

- ✓ team building skills
- ✓ supervisory skills
- ✓ analytical and problem solving skills
- ✓ decision making skills
- ✓ effective verbal and listening communications skills
- ✓ stress management skills
- ✓ time management skills
- ✓ financial management skills
- ✓ human resources management skills
- ✓ administrative skills
- ✓ strong interpersonal skills
- ✓ conflict resolution skills
- ✓ well developed organizational skills
- ✓ excellent communication skills
- ✓ demonstrate good decision making in dealing with safety and other medical issues

## **Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of Home Care Worker. The incumbent must also demonstrate the following personal attributes:

- ✓ possess cultural awareness and sensitivity
- ✓ demonstrate sound work ethics
- ✓ be consistent and fair
- ✓ be compassionate and understanding
- ✓ be flexible, adaptable and able to work effectively in a variety of settings
- ✓ respect cultural differences
- ✓ work independently with little supervisor
- ✓ work effectively as a member of a team

## **WORKING CONDITIONS**

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

### **Physical Demands**

(The nature of physical effort leading to physical fatigue)

The Home Care Worker is required to safely lift and move clients, and may be required to bathe and /or clean clients. The Worker may be required to administer interventions and treatments that cause discomfort to the client or to themselves. The Worker will often work in the client's home and must practice clean, safe care to eliminate the possibility of infection or cross contamination between clients, family members and/or themselves.

### **Environmental Conditions**

(The nature of adverse environmental conditions affecting the incumbent)

The Home Care Worker spends some time in their office, and some time in client homes. The Worker may be dealing with patients with potentially infectious conditions. They must be extremely careful to ensure that all medications, treatments and activities are completed safely so as to ensure the safety of all clients, families, the community and themselves. The Home Care Worker may be required to drive in winter conditions and make visits during periods of cold temperatures

### **Sensory Demands**

(The nature of demands on the incumbent's's senses)

The Home Care Worker will be exposed to sights and sounds associated with clients who are ill and injured. They may also find a variety of conditions and circumstances as they visit clients in their homes. The incumbent will be exposed to unpleasant odors in providing health care. The incumbent must make acute use of the senses in assessing health care needs such as hearing (listening for heart, lung and abdominal sounds), visual to look for symptoms of illness, touch in palpitation of clients and manual dexterity and smell to detect unusual odors from wounds and physical surroundings

### **Mental Demands**

(Conditions that may lead to mental or emotional fatigue)

The Home Care Worker is faced with stress from dealing with clients and family members who may be stressed and difficult to work with. Stress is caused by the fact that the Worker must work independently in unfamiliar and uncontrolled situations. There is significant emotional stress in providing care for clients who are dying and providing support for their families. Stress is also caused by the need to manage and evaluate staff and program issues.



## CERTIFICATION

<hr/> Employee Signature	<hr/> Supervisor's Title
<hr/> Printed Name                      Date	<hr/> Supervisor's Signature              Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.

<hr/> First Nation Administrator's Signature                      Date
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.