
HOUSEKEEPER

Job I.D.:

Reports to: Team Leader, Housekeeping

Work Days: Monday - Friday

Hours per Week: Flexible hours as assigned

Location: Owen Sound Head Office

YOUR CONTRIBUTION TO HCSS:

Home and Community Support Services of Grey-Bruce (HCSS) provides community based services that support independence and enhance the quality of daily life for seniors, adults and their families. We believe that by working in partnership with a collaborative spirit, we can provide an individual with a caring environment which promotes a personal responsibility towards a healthy existence.

POSITION SUMMARY

The Housekeeper provides housekeeping duties including, laundry, basic meal organizing and preparation that enables an individual(s) to live in the community. With the direction of the Team Leader, the Housekeeper performs mostly housekeeping tasks as outlined in the service plan. The duties vary according to the individuals or families receiving service. The Housekeeper informs the fellow team members of significant changes in the client's situation. The Housekeeper must work within client centered philosophy.

DUTIES AND RESPONSIBILITIES:

Responsibility for Reporting:

- The Housekeeper is directly responsible to the Team Leader
- Complete daily report sheets in person's home after each visit and submit these reports at the end of every 3rd month or when client has been discharged
- Complete and submit accurate time sheets electronically by 4:30 pm on the last Friday of each two week pay period in which hours were accumulated
- Complete and electronically submit monthly travel record the last week day of every month
- Immediately report any health risks or unsafe circumstances to the Team Leader

Responsibility to Client:

- Follow client service plan demonstrating professional and competent work ethic.
- Arrive at clients home at scheduled time
- Treat client with respect and courtesy at all times
- Return to Clients home 15 minutes after scheduled time if no one is home at scheduled time
- Respect the clients choice of cleaning methods and products

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- Understand and follow the Client Bill of Rights
- Inform the Team Leader and Team Clerk of significant changes in the clients' situation
- Inform Team Leader and Team Clerk of faulty equipment or unsafe home environment
- Inform Team Clerk if the client is not home for a scheduled appointment
- Inform Team Clerk of any changes to the time or day of a scheduled client

Responsibility for training:

- Upgrade and refresh skills and knowledge through annual Surge Learning sessions in CPR, CPI and other HCSS approved educational programs and health & safety training.
- Attend scheduled meetings or at request of the Team Leader.

General Responsibilities:

- Understanding and working within the spirit of the mission, philosophy, principles and objectives of the agency
- Seek guidance from the Team Leader whenever in doubt
- Respect and maintain the confidentiality of the individuals and/or families being serviced and the HCSS agency. All HCSS employee's will review and sign the HCSS confidentiality agreement annually.
- Promptly notify the Scheduler of any personal illness, emergencies or delays
- Maintain a safe working practice and keep the home in a safe condition
- follow HCSS code of ethics, legal responsibilities and professionalism policies
- maintain a positive image of HCSS in the community

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.

SKILLS

- Punctual, courteous and reliable
- Legible written and effective verbal communication skills
- Ability to work in an unsupervised environment
- Physical agility in performing assigned tasks
- Experience working/interacting with vulnerable and/or senior populations

QUALIFICATIONS

- A valid Ontario drivers' license.
- Provide recent criminal reference check
- Must participate and pass agency mandated CPR/CPI training.
- Access to a reliable vehicle to allow within a 40 km radius.

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PHYSICAL AND WORKING DEMANDS

i) Physical Demands:

While performing the duties of this job, the employee is regularly required to sit and stand, ability to bend, kneel, reach and move about safely in all work locations. Ability to communicate both in person and by telephone/text, use hands and fingers to operate computer and standard office equipment. Pick-up/manipulate materials and supplies weighing up to 40 lbs.

ii) Sensory Demands:

While performing the duties of this position, the incumbent is required to operate a computer for long periods of time. This includes input and reading data. The incumbent must be tolerant of different environments. Regularly required to read and interpret data.

iii) Mental Demands:

While performing the duties of this position, the incumbent is regularly required to use written and oral communication skills. Attention to detail is required. Concentration is required for the major portion of the day reading, researching information and documents, and working directly with the members of the team. Incumbents perform work under changing deadlines, on multiple concurrent tasks; work with interruptions such as telephone calls, emails, and interactions with employees outside of regular office times.

iv) Working Conditions:

The employee works in various settings including but not limited to office environments. The noise level is low-moderate to moderate.

The work characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

CERTIFICATION

I have read and approve:

Manager/Director

Date

I have read and understand:

Signature of Incumbent

Date