

EUROPEAN SERVICE AT HOME INC.

JOB DESCRIPTION

Job Title: Home Care Aide/Caregiver
Employee Name: _____
Date: _____

Supervised by: _____
Prepared by: HR
Approved by: Administrator

Job Summary: Responsible for care for elderly and disabled individuals who are living in their own homes or other residential facilities and need help with household tasks and activities of daily living. The HCA reports directly to the assigned supervisor at EUROPEAN SERVICE AT HOME, INC.

DUTIES AND RESPONSIBILITIES:

Demonstrates Competency in the Following Areas:

- Complies with all applicable company policies and procedures.
- HCA CANNOT SERVE CLIENT AT NURSING, HOSPITAL OR OTHER LONG TERM FACILITY.
- MUST SERVE CLIENT ONLY AT HER/HIS RESIDENCE.
- CANNOT WORK OVERTIME HOURS OR OVER AUTHORIZED LIMIT OF HOURS WITHOUT AN APPROVAL FROM THE DIRECT SUPERVISOR.
- Scheduled service hours cannot be changed nor modified without the authorization from the direct supervisor
- When providing in-home services strictly follows a participant/client's written Plan of Care;
- Reports to the Supervisor with any temporary changes or deviations from the Plan of Care or schedule;
- Carries out duties as assigned by the Supervisor.
- Performs routine housekeeping tasks, such as making and changing beds; dusting; washing dishes; vacuuming; keeping the kitchen and bathroom clean; doing laundry.
- Provides hands on physical assistance for toileting, bathing and other related activities of daily living (ADL.)
- Plans, shops for, and prepares nutritious meals, or assists participant/client in planning, shopping for, and preparing nutritious meals; assists with meals, including serving meals and feeding.
- Assists with written special diet plan following and reinforces maintenance of the diet.
- Assists with transporting and transferring participants as needed.
- Assists, teaches, and/or performs patient clothing care and assists client during the physical therapy under the supervision of licensed medical personnel.
- Treats clients/employees and their families with respect and dignity.
- Observes participant/client's functioning and health condition, and reports it to Supervisor; reports any status changes such as client phone number.
- Provides necessary receipts and documentation in case of essential shopping/errands, and fills out "Two-Way Receipt."
- MUST use electronic clock in and out system correctly and on time, using client's home/landline phone.
- MUST report to Supervisor as soon as possible any changes in schedule.
- MUST notify supervisor immediately if you forget to clock in or clock out, and MUST submit timesheet with Client's signature (original) as soon as possible but no later than 5:00 PM the payroll scheduled due date.
- MUST submit a Monthly Homemaker Service Report with the client's original signature no later than 10th of following month.
- **Calls 911** in case of emergencies and then contacts direct Supervisor.
- Reports to the Supervisor as soon as possible with any absences and/or coming late, but no later than two hours before the regularly scheduled start time.
- Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding occupational health and safety.
- Maintains professional, friendly, courteous, caring relationship/atmosphere with all staff members.
- Works in team to assure accomplishment of the company's goals.
- HCA IS NOT ALLOWED TO PERFORM MEDICAL TASKS, such as:
 - a. Administer shots, including insulin.
 - b. Pour any medication or place medication in the patient's mouth.
 - c. Administer any enema.
 - d. Administer eye drops.
 - e. Change the dressing on a wound.
 - f. Cut the patient's finger-or-toe nails.
 - g. Administer prescription lotions.

Professional Requirements:

- Adheres to dress code, appearance is neat and clean.
- Demonstrates the ability to effectively follow written and oral directions and instructions.
- Attends quarterly in-service trainings and staff conferences.
- Reports to work on time and as scheduled, completes work within designated time.
- Maintains client confidentiality at all times.
- Cooperates with other staff members and different offices.
- Works in the atmosphere of joint effort, solidarity, and support.
- Represents the company in a positive and professional manner in the community.
- Actively participates in performance improvement and continuous quality improvement (CQI) activities.
- Ensures compliance with policies and procedures regarding operations, fire, safety and infection control.
- Complies with all organizational policies regarding ethical business practices.
- Communicates the mission, ethics and goals of the company.

Regulatory Requirements:

- Must be at least eighteen (18) years of age.
- Must have legal authorization to work in the United States of America.
- High school diploma or GED equivalent is required or one year of documented supervised work experience in the community care program (CCP) or one year of employment in a comparable human service capacity, or experience in care for a dependent child or adult family member.
- Must complete the EUROPEAN SERVICE AT HOME pre-service training program and achieve a score of 85% or greater; or provide evidence of 25 hours of prior supervised training as a home care aide/caregiver within two years.
- Must submit to and pass a pre-employment background check.
- Prior experience in working with the elderly population preferred.

Language Skills:

- Able to communicate effectively in English, both verbally and in writing.
- Additional languages preferred.

Skills:

- Excellent human relations skills with the ability to communicate effectively and deal courteously with the participants/clients, their families, fellow employees, public on the telephone or in person even though they may be irate and unreasonable at times.
- Knowledge of all aspects of In-Home Care.

Physical Demands:

- Be in good physical health and provide TB test documentation.
- Must possess physical and mental ability to work independently.
- Work is typically performed standing and sitting; however, walking, bending, stooping, reaching and lifting objects weighing up to thirty (30) pounds is required on an intermittent basis.
- Works indoors and outdoors. Occasional trips with participants/clients may be taken to locations outside their homes, such as to physicians' offices or on outings, using a motor vehicle.

Disclaimer: This is not necessarily an exhaustive list of all responsibilities, skills, tasks, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to modify essential functions of the job, or to require that other or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel, workload, rush jobs or technical developments).

I have received, read and understand the above job description and can perform the essential functions of the job with or without reasonable accommodation. In the event I need future reasonable accommodation(s) it is my responsibility to submit that request in writing to management for review.

Printed Name: _____

Signature: _____ Date: _____