**Policy # FCSS-0110.14**

**FAMILY & COMMUNITY SUPPORT SERVICES (FCSS)**

**RIMBEY COMMUNITY HOME HELP SERVICES (RCHHS)**

**POLICY**

**NAME: HEALTH CARE AIDE JOB DESCRIPTION**

**DEPARTMENT: PERSONNEL**

**EFFECTIVE DATE: SEPT. 10, 2014**

**REVISED/REVIEWED DATE: JUNE 8, 2015**

**TIME: CASUAL AS PER ASSIGNMENT**

**RESPONSIBLE TO: HEALTH CARE PROGRAMS COORDINATOR**

**FUNCTION: PROVIDE PERSONAL AND HOME HELP CARE**

The Health Care Aide is responsible to complete all duties assigned and shall report to the Health Care programs Coordinator.

Home Support and Personal Care assignments are done in the private homes of elderly or handicapped persons. Some clients live in lodges or other congregated housing facilities, and these arrangements are also considered the persons private home.

All Health Care Aides must have reliable transportation and a safe driving record.

Each client will have an individual care plan outlining personal care needs and Home Support duties.

The Health Care must have current First Aid & Level C of C.P.R.

A certificate in Personal Care or Health Care Aide training is preferred. On-site training may be available in addition to assistance with finding financial help for training.

Duties and Responsibilities may include the following:

**Personal Care** – this is work contracted by Alberta Health Services and care plan is provided by Home Care nurse.

1. To safely assist clients with personal care & medications if authorized.
2. To provide companionship to clients.
3. To role model healthy choices and good home management to clients.
4. To offer suggestions to clients in order to improve their situations.
5. To have a good knowledge of other services available within the community that may benefit clients.
6. To remain calm in crisis situations and withstand pressure.
7. To attend all available in-services and educational workshops provided by their employer.
8. To dress and groom appropriately for the duties of Health Care Aide.
9. Any other duties as assigned by the Supervisor.
10. Complete a job application, interview, screening and orientation process in addition to providing three references.
11. Complete the in-house training program within three months of being hired.

**Home Support** – sometimes this is work contracted by the client and care plan is provided by Health Care Programs Coordinator and other times it may be part of respite or seen as a need to compliment health care such as removing soiled incontinent pads or making a bed and therefore will be authorized and added to care plan by Home Care Nurse but your Coordinator will notify you how to code it for your timesheet. All duties must be performed in a safe manner keeping in mind the safety of your clients.

1. To assist clients with light housekeeping as required.
2. To assist clients with meal preparation as required.
3. To assist clients with laundry as required.
4. To assist clients with shopping as required.
5. To provide companionship to clients.
6. To role model healthy choices and good home management to clients.
7. To offer suggestions to clients in order to improve their situations.
8. To have a good knowledge of other services available within the community that may benefit clients.
9. Responsible and/or promote client, volunteer and staff safety in all programs, duties and responsibilities.
10. To remain calm in crisis situations and withstand pressure.
11. To attend all available in-services and educational workshops provided by their employer.
12. To dress and groom appropriately for the duties of Health Care Aide.
13. Any other duties as assigned by the Supervisor.
14. Complete a job application, interview, screening and orientation process in addition to providing three references.

Revised/Reviewed: May 30, 2019

This policy shall be reviewed at the discretion of the Board but at least annually.

THE COMPETENCIES OF THE HOME SUPPORT WORKER IN ALBERTA[[1]](#footnote-1)

INTRODUCTION

The overall goals of a Health Care Aide are to:

1. Facilitate the client’s rehabilitation.
2. Keep families together.
3. Shorten or avoid institutionalization or to assist with the transition to or from medical or residential facilities.

The responsibilities of a Health Care Aide are to:

1. Function as a member of a social health service team.
2. Implement service plan as established with the client.
3. Communicate existing and potential needs of clients in an appropriate manner.
4. Respond appropriately to developmental/situational needs of clients.
5. Demonstrate home management skills.

To assess these functions and provide a tool to be used by the agency and the Health Care Aide competency statements have been identified.

UTILIZATION BY SPECIFIED GROUPS

The Health Care Aide may utilize the competency statements to:

1. Identify own strengths and areas for improvements.
2. Identify own training needs and interests.
3. Receive feedback regarding performance.
4. Evaluate adequacy and effectiveness of training/staff development.

The Health Care agency may utilize the competency statements to:

1. Assess the strengths and potential of individual Health Care Aide.
2. Identify appropriate potential employees.
3. Identify overall training needs of employees within the agency.
4. Provide feedback to trainers.

DESIRABLE QUALITIES FOR HEALTH CARE AIDE

1. Health Care Aide should have experience and/or training with the following:
2. children
3. the elderly
4. persons with physical disabilities
5. persons with mental disabilities
6. home management
7. food preparation
8. personal care of others
9. Health Care Aides should demonstrate the following characteristics:
10. well-developed interpersonal skills (friendliness, smiles readily)
11. expresses desire or willingness to “serve” or “help” others
12. likes working under a minimum of supervision
13. likes working as part of team delivering in home services
14. tolerance of others; lifestyles, values, preferences, and priorities
15. willingness to participate in learning activities
16. excellent communication skills
17. observation skills
18. ability to maintain confidentiality
19. Health Care Aides must be able to:
20. Speak, write and understand acceptable English.
21. Demonstrate good physical health (able to lift and transfer).
22. Demonstrate a grade 7 reading level.

STATEMENTS OF COMPENTENCY[[2]](#footnote-2)

1. FUNCTIONS AS A MEMBER OF A SOCIAL HEALTH SERVICE TEAM
2. Demonstrates personal qualities appropriate to the role of Health Care Aide:
3. good grooming and personal hygiene
4. respects confidentiality
5. tactfulness
6. ability to recognize and handle own feelings when providing services
7. dependability
8. uses initiative
9. flexibility
10. non-judgmental attitude
11. punctuality
12. empathy
13. Commits to upgrading skills through:
14. Obtaining certification as a Home Support Aide.
15. Participating in the development of a training path.
16. Attending in-service training.
17. Seeking external opportunities for upgrading.
18. Participating in supervision/consultation.
19. Understands and clarifies own role in relation to all professional and paraprofessional client supports. Ensures that all members of the support system (including the client), understand the role of the Health Care Aide.
20. Works collaboratively with all members of the social health services team in providing the best possible client care.
21. Works within the boundaries of the Health Care Aide’s role to:
22. Record information objectively and accurately.
23. Report unusual circumstances.
24. Consult with supervisor/consultant as required.
25. Follow agency policies, rules and regulations.
26. Follow code of Ethics for Home Support Workers[[3]](#footnote-3).
27. Recognizes how own self-esteem and self-concept can affect role, and acts appropriately based on this recognition.
28. Differentiates between needs of client and needs of self.
29. IMPLEMENTS SERVICE PLAN AS ESTABLISHED WITH THE CLIENT
30. Relative to his/her part in the plan, sets priorities and develops schedule for completion of tasks identified in the service plan. These take into account the social, physical, and emotional needs of the client as well as the need to complete the tasks.
31. Demonstrates proper body mechanics for self and the client.
32. Demonstrates appropriate techniques to prevent the spread of infection to/from client.
33. Assists the client to meet personal care needs in the following areas:
34. bathing
35. mouth care
36. hair care
37. foot care - soak and dry only
38. skin care
39. toileting to include toilet training for toddlers; client specific routines for elimination, catheter care, bowel routines; assistance with urinal, commode, bedpan; assistance with incontinence
40. fingernails and hand care
41. positioning and transfers
42. assistance with wheelchair
43. dressing

1. A service plan is implemented, under the direction of a professional, in the areas of:
2. Teaching (household tasks, child care, budgeting, nutrition, etc.).
3. Supervising medications.
4. Testing urine.
5. Taking temperature, pulse and respiration.
6. Assisting with rehabilitation exercises.
7. Demonstrates sensitivity to the physical and emotional needs of clients and/or family coping with the following condition:
8. physical disabilities
9. brain injury
10. mental disabilities
11. emotional distress, including mental illness
12. chronic and acute illness
13. terminal and grief reactions
14. addictions/substances abuse
15. child neglect/abuse
16. domestic violence
17. elder abuse
18. dementia
19. sexual assault
20. COMMUNICATING EXSISTING AND POTENTIAL NEEDS OF CLIENTS IN AN APPROPRIATE MANNER
21. Initiates supportive relationships with clarifying the client what services can be expected.
22. Maintains good professional rapport with clients. This reflects the ability to engage the client, to meet client’s needs that can appropriately be the arena of home support, to maintain a professional distance and to help the client not form a dependence on service.
23. Terminate supportive relationships, helping the client “let go” and be able to personally “let go” of the client.
24. Communicates effectively with:
25. clients and clients families
26. supervisors/consultants and other office staff
27. other members of the social health services team
28. Recognizes how the interaction between the Health Care Aide and the client affects the behavior of each.
29. Supports/encourages self-sufficiency.
30. RESPONDS APPROPRIATLY TO DEVELOPMENAL/SITUATIONAL NEEDS OF CLIENTS
31. Adapts to a variety of family situations.
32. Relates to family members at various developmental stages of the life cycle:
33. infancy
34. early childhood
35. middle childhood
36. adolescence
37. young adulthood
38. middle age
39. old age
40. death

1. Is comfortable with a wide range of family dynamics and circumstances based on:
2. social background
3. emotional climate
4. cultural and religious backgrounds
5. financial situations
6. Helps the clients adapt to the Health Care Aide in the home.
7. DEMONSTRATES HOME MANAGMENT SKILLS
8. Understands nutrition, food management techniques, and effective grocery shopping. Food preparation reflects the preferences and needs of the family.
9. Plans nutritional meals for various age groups, taking into consideration:
10. individual nutritional need
11. financial situation
12. dietary restrictions.
13. Serves nutritious snacks.
14. Practices cost effective cooking.
15. Practices recycling and conservation.
16. Demonstrates effective and safe use of leftovers.
17. Develops menus when required.
18. Practices proper food storage and freezing techniques.
19. Shops for groceries buying foods that are healthy, in season, good value, and appropriate to family size and consumption.
20. Assists the family with budgeting.
21. Performs housekeeping duties, including:
22. vacuuming
23. dusting
24. tidying
25. washing/drying/storing dishes; cleaning kitchen (sink, counter, appliances)
26. changing and making beds; tidying bedrooms (includes hanging clothes, storing toys, and replacing clean laundry)
27. plant care
28. wiping floors
29. cleaning and sanitizing bathrooms (includes mirrors , sinks, toilet, tub, and shower stalls)
30. collecting trash and taking out garbage
31. assisting with household pets
32. Demonstrates appropriate care of household furnishings and appliances:
33. carpets
34. hardwood and soft flooring
35. upholstered and wood furniture
36. kitchen appliances
37. Demonstrates appropriate laundry and clothing care techniques:
38. use of laundry supplies and equipment
39. appropriate sorting of clothes
40. handling articles requiring special care
41. ironing
42. drying clothing and household articles
43. storing clothing and household articles
44. infectious laundry techniques
45. Maintains a safe environment at all times.
46. Performs a safety check of the home and reports hazards to supervisor/consultant.
47. Uses Universal Precautions and hand washing techniques.
48. Is familiar with the use of household equipment and practices safety precautions in the use of handling these household appliances and equipment.
49. Cleans equipment, furniture and household appliances and equipment.
50. Handles cleaning products carefully and ensures safe storage of cleaners and poisons.
51. Observes fire precautions, develops a personal fire escape route, and knows appropriate emergency actions.
52. Ensures safe storage of medications.
53. Ensures safe storage of sharp objects, flammable, poisons, etc.
54. Reads labels and uses products appropriately (includes cleansers, food stuff, medications, etc.)
55. Understands WHMIS.
56. Performs emergency procedures and utilizes first aide techniques.
57. Upon special request completes the following specialized tasks:
58. infection control and sanitizing homes with infectious diseases
59. packing/unpacking for people who are moving
60. organizing (closets, etc.)
61. errands and banking
62. yard work

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1. Adapted from: The Alberta Vocational Center Homemaker Training Program: Statement of Competencies of the Homemaker, Edmonton, Alberta; 1979, unpublished [↑](#footnote-ref-1)
2. Not all clients require all services; not all Home Support Workers are expected to perform all duties [↑](#footnote-ref-2)
3. Developed by Home Support Canada. Attached as an appendix [↑](#footnote-ref-3)