



POSITION DESCRIPTION

POSITION TITLE:	SUPPORTIVE HOUSING TENANT COMPANION
DEPARTMENT:	HOME CARE & PALLIATIVE CARE SERVICES
CLASSIFICATION:	SUPPORTIVE HOUSING COMPANION
UNION:	MGEU – COMMUNITY SUPPORT

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	DEPENDING ON THE MODEL OF SUPPORTIVE HOUSING, SUPERVISION OF STAFF WILL BE DETERMINED.
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The Supportive Housing Tenant Companion is responsible for the safety, support and supervision of clients living in Supportive Housing. The Supportive Housing Tenant Companion is a multi functional position that supports independent living of older adults. Primary functions include assisting clients with the following: client support and supervision, assist with breakfast and snacks, washing dishes, laundry service as required, recreation programs, cleaning, and reporting all client and environmental changes to appropriate staff and management. The position of Supportive Housing Tenant Companion functions in a manner consistent, and supports the mission, vision and values of the Interlake – Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

Client Services

- Promotes clients' independence, self confidence and dignity by encouraging them to perform their own activities of daily living.
- Provides general support, supervision, guidance and direction.

- Reminds clients', only when necessary, to take their medications, keep appointments and attend chosen activities.
- Assists the clients' with ambulation by ensuring mobility equipment is used correctly and reports any equipment concerns to clients contact person.
- Observes documents and reports any changes of client's health status to the appropriate Home Care Case Coordinator.
- Keeps families and/ or significant others informed of clients activity and status.
- Contacts 911 and/ or clients contact in the event of an emergency.
- Reports changes to the oncoming shift.
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

Food Services

- Encourages client to assist with dining area preparation for service of meals and snacks.
- In conjunction with the client, prepares and serves breakfast and snacks.
- Practices plate presentation for breakfast and snacks as per instruction from food service.
- Monitors and promotes an interactive, relaxed, unhurried and enjoyable dining experience.
- Encourages client to participate with cleaning and tidying the dining room after meals and snacks.
- Cleans and tidies the kitchen after breakfast and snack preparation.
- Washes breakfast dishes and puts them back in cupboards and drawers.
- Encourages safe storage of clients' personal food or snacks according to Food Safe Handling guidelines.

Laundry

- Encourages the client to complete own laundry.
- Assists the client to launder and/ or fold/ put away their personal clothes as needed.
- Completes unfinished laundry.

Client's Suite

- Encourages the client to tidy, dust, sweep and make their bed.
- Involves the client in any decision making regarding location of furniture and personal belongings.

Common Areas

- Maintains clean common areas by dusting, sweeping, damp mopping and vacuuming; involving the client as they are capable and as they choose.
- Ensures common areas are kept in a safe, tidy and comfortable manner.

Staff and Storage Areas

- Cleans and tidies the office, washroom, storage and private areas.

Recreation and Social Programs

- In consultation with the clients; plans and implements recreational/ social programs.
- Encourages participation while respecting individual's choice.

- Encourages family and significant others to participate in programs with the client.
- Develops and posts a daily/ weekly/ monthly program calendar.
- Maintains records of programs, attendance and participation when required.

OTHER

- Performs other duties as assigned.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- High school diploma or equivalent.
- Valid, recognized Food Safe Handling certificate.

REQUIRED KNOWLEDGE:

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EXPERIENCE REQUIRED:

- Experience in homemaking and caring for older adults.
- Providing support, personal assistance to frail, cognitively impaired or physically disabled individuals.
- Use of computers in a Windows environment.

SKILLS/COMPETENCIES:

- Assists clients in a manner that preserves dignity and promotes independence.
- Ability to work with individuals with difficult behaviors.
- Flexible and adapts to changes and/ or situations.
- Recognizes and reports changes in the clients' ability to function within the Supportive Housing environment.
- Prioritizes tasks.
- Works independently with minimal supervision.
- Identifies and assesses emergency situations and follow appropriate procedures.
- Builds and maintains positive relationships.
- Works in a team setting with other Supportive Housing staff, Home Care staff and Managers/ Supervisors.
- Short term replacement of staff when necessary.
- Complies with Interlake- Eastern RHA and Supportive Housing building policies and procedures.
- Demonstrated organizational skills.
- Maintains confidentiality.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: _____
Date

Revised: _____
December 2016
Date

Approved by: _____
Regional Manager/ Supervisor _____
Date

Approved by: _____
Vice President/ CEO _____
Date

Reviewed by:

Vice President, Human Resources

Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.