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## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	SUPPORTIVE HOUSING WORKER
<b>DEPARTMENT:</b>	HOME CARE & PALLIATIVE CARE SERVICES
<b>CLASSIFICATION:</b>	SUPPORTIVE HOUSING WORKER
<b>UNION:</b>	MGEU – FACILITY SUPPORT

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	DEPENDENT UPON THE MODEL OF SUPPORTIVE HOUSING, SUPERVISION OF STAFF WILL BE DETERMINED.
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

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## POSITION SUMMARY

Under the direction of the Manager Senior Community Housing, the Supportive Housing Worker functions as a member of a multidisciplinary team and assists clients with light housekeeping and laundry service. The Supportive Housing Worker functions in a manner consistent with and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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## ESSENTIAL FUNCTIONS AND DUTIES

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

Provides Support to Clients

- Establishes an effective working relationship with client/ family.
- Demonstrates respect for client’s feelings, need for confidentiality, privacy, routine and lifestyle when providing service.

- 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.

Prevents the spread of communicable disease

- Follows communicable disease protocol for universal precautions for handling blood and body fluids.
- Demonstrates knowledge of communicable disease control in the performance of duties.

Provides light housekeeping duties and laundry

- Maintains a safe and sanitary environment.

Organizes work according to client's needs and assigned tasks

- Prioritizes assigned tasks.
- Completes work assignment in time provided.

Maintains accountability

- Adheres to schedule as assigned.
- Observes and reports significant changes in client situations to the Home Care Case Coordinator and supervisor.
- Reports concerns in performance of tasks to their supervisor.
- Maintains client confidentiality.
- Completes and submits timesheets within expected deadlines.
- Completes Occurrence Reports accurately according to instructions within expected identified timelines.
- Utilizes supervision for problem solving, clarification of assignment, and to identify training needs.

Demonstrates appropriate code of conduct

- Demonstrates commitment and cooperation.
- Demonstrates ability to work independently.
- Accepts and complies with program policies and procedures.
- Promotes the client's independence and quality of life whenever possible.
- Displays a professional image when reporting to work assignments.
- Follows "Ethics and Responsibilities" of Home Care Program and adheres to Interlake-Eastern RHA Conflict of Interest Policy.

#### **OTHER**

- Performs other duties as assigned.

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#### **QUALIFICATIONS**

#### **EDUCATION/CERTIFICATION:**

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**REQUIRED KNOWLEDGE:**

- Ability to provide assistance and service in a manner that considers each client's need for comfort, privacy and respect.

**EXPERIENCE REQUIRED:**

- Previous experience working with the elderly or infirm in a community setting is preferred.
- Experience in the task of light household maintenance and laundry.

**SKILLS/COMPETENCIES:**

- Ability to communicate effectively with clients, families, and coworkers both orally and in writing.
  - Strong organizational skills.
  - Demonstrated ability to work independently and as a member of the health care team
  - 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.
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**WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - May 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.*