

# 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.
- When providing in-home services strictly follows a participant/client's written Plane of Care.
- 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, budgeting, and assists with any physical therapy exercises 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.
- Provides necessary receipts and documentation in case of essential shopping/errands, and fills out "Two-Way Receipt."
- Records hours of service, and timely submits accurate and complete Hours of Service Calendars/Timesheets
- **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 clients and staff members.
- Works in team to assure accomplishment of the company's goals.
- Performs other duties and special projects as assigned.
- 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.

#### **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.

**Professional Requirements:**

- 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 criminal 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.

**I understand this job description and its requirements. I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned. I understand the job functions may be altered by management without notice. I have read and understated the entire benefits, policies, and procedures outlined in the Company's Handbook. I agree to adhere to all of the policies and procedures contained therein.**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_