

Preparing to Hire Your Homecare Worker **STEPS** Training

Module 1



STEPS

to Success with Your Homecare Worker

This publication was made possible through the joint efforts of

- **The Oregon State Independent Living Council (SILC)**
- **The Oregon Home Care Commission (HCC)**
- **SEIU Local 503**



**If you have a disability and need this Handbook in an alternate format, please call 1-877-277-0513 and ask for the STEPS Project Staff
orsteps.org**

October 2008

Preparing to Hire Your Homecare Worker



TABLE OF CONTENTS

| | Page |
|---------------------------------------------------------------|------|
| Introduction..... | 1 |
| How the STEPS Program Works..... | 2 |
| STEPS Training Goal for Module 1..... | 2 |
| Empowerment & Self-Directed Services..... | 3 |
| Disability Empowerment Scale..... | 4 |
| Your Role as a Consumer/Employer..... | 5 |
| Your Rights as a Consumer/Employer..... | 5 |
| Your Responsibilities as a Consumer/Employer..... | 5 |
| Client-Employer’s Right to Confidentiality..... | 7 |
| In-Home Service Plan..... | 9 |
| Activities of Daily Living (ADL) Definitions..... | 9 |
| In-Home Service Plan (SDS 0546)..... | 11 |
| Task List..... | 12 |
| Task List (SDS 0598)..... | 14 |
| Activities of Daily Living (ADL) Checklist..... | 16 |
| ➤ Exercise – on ADL Checklist..... | 16 |
| Preparing to Write a Job Description..... | 16 |
| ➤ Exercise – Job Services and Tasks..... | 17 |
| Professional Skills, Experience, and Personal Qualities..... | 18 |
| ➤ Exercise – Skills, Experiences, and Personal Qualities..... | 19 |
| Rules & Expectations..... | 20 |
| ➤ Examples – Rules & Expectations..... | 20 |
| Job Descriptions..... | 21 |
| ➤ Sample – Job Description..... | 22 |
| ➤ Exercise – Job Description..... | 24 |

INTRODUCTION

Many adults enjoy independent living as a way of life. Independent living means using our RIGHT TO CHOOSE. Some people with disabilities may not be making choices for themselves. Those folks may live in a home or institution where others make choices for them (like what to wear, what to eat, or when to go to bed).

The INDEPENDENT LIVING MOVEMENT began when seniors and people with disabilities realized they have the right to lead active, independent lives. Living independently means choosing for ourselves where and how we live. It means having our needs met and still getting to make the same kinds of choices as others without disabilities make in all areas of life.

Some people feel that if a person cannot physically take care of themselves, they cannot be independent. This is not true! Many seniors and people with disabilities, who used to live in institutions or with family members, are now living on their own because they have the help of a good homecare worker. They are able to make their own decisions, whether or not they have a disability. Taking control and making decisions that affect your own life is what independent living is all about.

Over the years, Oregon has become a national leader in creating home and community-based programs to encourage choice, independence and dignity.

STEPS training promotes empowerment and choice for people who use in-home services (receive assistance from a homecare worker).

You are eligible for STEPS Training if your in-home services are paid for through one of these programs:

- ❖ Oregon Project Independence
- ❖ State Plan Personal Care (for seniors and people with physical disabilities)
- ❖ Spousal Pay programs
- ❖ Client Employed Provider

Check with your case manager to learn more about program eligibility.

HOW THE STEPS PROGRAM WORKS

- ❖ Trainers are from a Center for Independent Living (CIL).
- ❖ STEPS information is presented in three ways:
 1. Through group workshops.
 2. Through one-on-one training. This is for people who cannot leave home or prefer not to learn in a classroom setting.
 3. Through "Guide on the Side" services. This is for people who need a guide's help applying what they have learned about the duties of an employer. While your STEPS trainer will coach you, he or she will NOT act as an employer for you.

In addition to this STEPS Module, more detailed training, with worksheets, is available on the following topics:

- ❖ Hiring Your Homecare Worker
- ❖ Communication and Safety in your Home

Ask your STEPS Trainer if you want more information.

STEPS TRAINING GOAL FOR MODULE 1

Consumers who employ homecare workers will learn to be effective employers who direct their own services. Effective employers decrease employee turnover, because both employer and employee have a clear understanding of what is expected of each of them. The goal of Module 1 is to demonstrate the skills needed to prepare to hire a homecare worker.

Making choices + accepting responsibility =
EMPOWERMENT

EMPOWERMENT AND SELF-DIRECTED SERVICES



Self-Direction: Having control of our lives by making decisions for ourselves is the foundation of independence.

Everyone, old or young, with or without disabilities, likes to make choices about where and how they live. Being a senior or having a disability is not a roadblock to making choices about everyday living.

Personal empowerment is your sense of how much power you have over your own life. This means feeling confident in your ability to be independent and make your own decisions.

In this class we will talk about empowerment and making informed choices as the employer of a homecare worker. Many of the skills you will learn can be used in other areas of your life.

Let's begin by seeing how empowered each of you feel. On the next page, there is a Disability Empowerment Scale to complete. Take some time to read each sentence. Circle the number that shows how much you agree or disagree with the sentence, and then we'll talk about it.

DISABILITY EMPOWERMENT SCALE



1. I often make choices and decisions about my own life.

Agree 1 2 3 4 5 Disagree

2. It's easy to tell my case manager and others what my needs are and what services I need to be as independent as possible.

Agree 1 2 3 4 5 Disagree

3. I'm okay with telling my homecare worker and case manager how my services can be improved.

Agree 1 2 3 4 5 Disagree

4. I feel ready to manage my homecare worker, including telling them how to help me, setting and changing their schedule, discussing their performance and solving conflicts.

Agree 1 2 3 4 5 Disagree

5. I feel confident in expressing my preferences in my daily routine.

Agree 1 2 3 4 5 Disagree

6. I help other seniors and people with disabilities get the services they need.

Agree 1 2 3 4 5 Disagree

7. I believe that people with disabilities and seniors, including myself, can have a say in the services we can get.

Agree 1 2 3 4 5 Disagree

YOUR ROLE AS A CONSUMER/EMPLOYER

Whether you can choose to make most decisions yourself or they are made for you, you are still an employer if you use in-home services (have a homecare worker). As an employer of a homecare worker, you will hire, manage, and direct your employee in providing your in-home service. Your role as an employer comes with rights as well as responsibilities.

YOUR RIGHTS AS A CONSUMER/EMPLOYER

As a person who is directing your own services, you have:

- The right to confidentiality in the services you receive
- The right to be treated with dignity and respect
- The right to choose your homecare worker (your employee)
- The right to direct your services and to make your own decisions
- The right to decide when your employee will work for you
- The right to hire, change and terminate homecare workers
- The right to ask your homecare worker to have a certain set of skills
- The right to privacy
- The right to set your own house rules
- The right to be free from mental and physical abuse

YOUR RESPONSIBILITIES AS A CONSUMER/EMPLOYER

Experienced employers offer this advice:

"Being a responsible employer makes it easier to keep good employees."

As you learn more about your responsibilities as an employer, it will become easier to understand and fulfill the role of a responsible employer.

As an employer of a homecare worker you have the responsibility to:

- Find, screen, interview and hire your homecare worker/employee.
- Check employee references.
- Develop and maintain a work schedule (days, times).



- Train and supervise your employee.
- Keep employment records, check over and sign employee vouchers.
- Let your employee know what you expect and develop an employment agreement.
- Provide positive and helpful feedback and work to resolve conflicts.
- Terminate your employee when you are not satisfied and you have not been able to work things out.
- Give your employee a copy of the Task List (SDS 0598) of services authorized by your case manager.
- Review the tasks and how they are to be completed with your employee.
- Make sure the employee has auto insurance and a valid driver's license if they will be driving you places.
- Make sure your home work setting is safe for both your employee and yourself.
- Make sure your home work setting is free of illegal drugs.
- Make sure drugs and/or alcohol are not abused in your home work setting.
- Report any substance abuse and/or bad treatment (abuse) to your case manager.
- Report to your local SPD/AAA office when you hire or terminate an employee, and when there have been any employee violations.

You may choose to have a family member, friend, person from a Center for Independent Living or other people assist you if you want help with some of these responsibilities.



In addition to knowing your rights and responsibilities, it is important to know the responsibilities of others involved in providing your services (your homecare worker, SPD/AAA staff, and the Home Care Commission). That information can be found in the SPD Employers' Guide and the 'Resources and Acknowledgements' (handout).



Seniors and
People with
Disabilities

Homecare Worker Statement of Understanding Regarding the

**Client-Employer's Right to
Confidentiality**

As a Homecare Worker (HCW), you will often know personal information about the people you work for (known as your client-employers). By law, you must keep that information confidential. Unless you have permission from the client- employer, you may not talk about your employer's personal information to anyone except for employees of the local Senior or Disability Services office and the registered nurse referred by the case manager.

There may also be circumstances, such as medical emergencies, when it is necessary to share information to prevent a serious threat to the health and safety of the client-employer. If you are uncertain whether client information can be shared in a certain situation, check with the case manager.

Your employer's confidential information includes:

- The name of the client-employer you work for;
- The client-employer's phone number or address;
- Information that a client-employer receives any public assistance from the State of Oregon, DHS or the local Senior or Disability Services office;
- The fact that a client-employer needs any type of assistance in meeting their service needs (such as walking, dressing, eating);
- Information about your client-employer's financial resources, including property, accounts, the type of income he or she receives, or other financial activities;
- Medical information such as medical diagnoses, health status, emotional disorders, or medication your client-employer takes; or
- Other information about your employer such as their age, religious affiliation, interpersonal relationships or other personal matters.

There may be serious consequences for all persons involved if confidentiality is broken:

- Your employer could be embarrassed, harmed or exploited;
- You could lose your job as a Homecare Worker; and
- You could be excluded from future work as an HCW paid through DHS.

Confidentiality Agreement

All personal details and medical and financial information about the client-employer's life are confidential. Confidential information will not be shared with anyone except employees of the Senior or Disability Services office. Your client-employer, or his or her attorney or guardian, may give you permission to share certain information. You may want to request written permission from your client-employer if you need to be able to share information about the client with specific individuals on a regular basis.

By signing below, you agree not to share any client-employer information with your neighbors, family, or friends. You also agree not to share information with the client-employer's neighbors, family or friends unless the client-employer has given you permission. Violation of client confidentiality may result in the termination of provider enrollment and payment through DHS. Information may be shared with law enforcement or medical providers in emergency situations. Homecare Workers are strongly encouraged to report instances of neglect and abuse.

Homecare Worker Signature

Date

Witness Signature

Date

(SPD/AAA Employee)

Must be signed in front of an SPD / AAA Employee

IN-HOME SERVICE PLAN

Your case manager will meet with you to discuss your service needs and which 'Activities of Daily Living' (discussed in the next section) a homecare worker can help you with. This is written down on the 'In-Home Service Plan'.

- The case manager's decisions are important because:
 - ◆ the level of service determines the number of hours per month that will be approved (paid for).

ACTIVITIES OF DAILY LIVING (ADL) DEFINITIONS

When your case manager meets with to discuss in-home services they will talk with you about the assistance you need to do your 'activities of daily living' or 'ADLs'. Here is a list of the activities of daily living the case manager will discuss with you:

Bathing and personal hygiene – People limited in this activity need help with bathing, washing hands or other body parts, shaving, or brushing teeth safely.

Cognition – Having impaired thinking processes may cause people to:

- Have difficulty adapting to changes
- Not be aware of their own needs
- Be a danger to themselves or others
- Make too many demands on others
- Have poor judgment
- Forget important information
- Be uncertain about what time it is or where they are

Dressing and grooming – Having difficulty with these activities means that people need help getting dressed or grooming themselves (for example, brushing hair, putting on deodorant, buttoning clothes).

Eating – Being limited in eating means people cannot eat by themselves, and need some assistance to make sure they are swallowing safely and getting good nutrition.

Elimination – Difficulties in this daily activity means people lack control over their bowels or bladder (i.e., are incontinent) or need help getting to the toilet, cleaning themselves after toileting, and/or adjusting their clothing.

Mobility – Limited mobility can cause problems walking inside, outside or in strange surroundings. It may also cause difficulty in safely transferring from a lying or sitting position and/or in doing housework.

Assistive Technology (AT) for ADLs

Assistive technology (AT) devices or special equipment may help you do your activities of daily living routine. Assistive devices are things like a flexible straw or rocker knife, or in the bathroom could include a grab bar or a bath bench. If you know about some devices or special equipment that could be helpful to you, or want to learn more about assistive technology, talk it over with your case manager.

Levels of Assistance

Different people need different levels of assistance doing their activities of daily living. These levels are divided into three 'assistance' categories:

- **Minimal Assistance** means the person is able to do most of a daily activity, but needs some help. For example, someone who can put their shirt and pants on but cannot button or zip clothing.
- **Substantial Assistance** means the person can do only a small part of a task and needs assistance to do most of the activity. As an example, a person who can wash their arms, face and chest in the bathtub but needs assistance washing the remaining parts of their body.
- **Full assistance** means the person must have someone else do the task for them. For example, someone who needs full help with dressing and cannot dress himself or herself at all. The person cannot physically get the clothing, put the clothing on, and cannot put shoes or socks on.

In-home Service Plan

For period 10/03/2008 through 08/31/2009

Section 1: Client

Name: **SHOPPER ABLE** Initial(s):

Section 2: Provider

Name: **TO BE SELECTED** Provider:

Address: **HSB**

City and State: **SALEM OR** Zip code: **97301**

Phone: **- -**

Section 3: Remarks

Section 4a: Financial: Rate effective 10/03/2008 through 08/31/2009

| Type: | CEP (daily) | Billing Schedule: | |
|------------------------------------|-------------|-------------------|-----------|
| Daily living - Full Assist: | 22 | @ 10.20 = | \$ 224.40 |
| Daily living - Substantial Assist: | 66 | @ 10.20 = | \$ 673.20 |
| Daily living - Minimal Assist: | 6 | @ 10.20 = | \$ 61.20 |
| Self Management: | 8 | @ 10.20 = | \$ 81.60 |
| 24-Hour Availability: | 0 | @ 0.00 = | \$ 0.00 |
| Mileage allowance: | 0 | @ 0.485 = | \$ 0.00 |

Section 4b: Authorization

Total service hours: **102** Authorized per month: **\$ 1040.40**

Worker/Unit manager _____ Date _____

Section 5: Other Providers

TASK LIST

The case manager uses the Task List (form SDS 0598) to list and approve the tasks that your homecare worker will be allowed to do for you.

All consumer/employers should receive a copy of their approved Task List, which is based on their case manager's assessment (In-Home Service Plan). If you do not have a copy of your Task List, ask your case manager for one. Getting familiar with your Task List helps you to be able to talk to your case manager or homecare worker about the tasks you need help with.

Notice the "Tasks To Be Completed" section and how each task is broken down into several separate jobs related to those categories.

The Task List is a good guide to use when putting together:

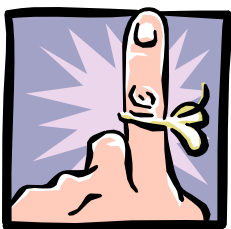
- Job descriptions
- Employment agreements
- Daily schedules for your homecare workers



If you have needs that are not on your Task List, discuss them with your case manager. Think about what things family members or friends could help you with (family and friends are "natural supports").

Job Duties – Do's and Don'ts

For your homecare worker (HCW) to be paid by the Medicaid or OPI program you are on, all homecare worker job duties must be based on the authorized Task List. **Consumer/employers must not ask or allow employees to do things that are not listed on their In-Home Service Plan or Task List.**



For example, transportation to pick up medical supplies could be an authorized task. Transportation for a family member who wants to go somewhere is not allowed. Another example is asking your homecare worker to do the laundry for your entire family, rather than just washing your clothes. Doing work for another family member is not allowed (the homecare worker is paid to help you, not your family).

It is your responsibility to contact your case manager for any questions you have about your approved Task List and what job duties your homecare worker is authorized to do.

Task List

| | |
|------------------------|----------|
| Client/Employer | 1 |
|------------------------|----------|

SDS 0598

| | |
|------|-------|
| Name | Phone |
|------|-------|

Client

| | | |
|----------------|--|--|
| Street address | | |
|----------------|--|--|

| | | |
|------|-------|-----|
| City | State | Zip |
|------|-------|-----|

| | |
|---------------------------------|----------|
| Homecare Worker/Employee | 2 |
|---------------------------------|----------|

| | |
|------|------------|
| Name | Provider # |
|------|------------|

Date

| | | |
|----------------|--|--|
| Street address | | |
|----------------|--|--|

| | | |
|------|-------|-----|
| City | State | Zip |
|------|-------|-----|

Date sent

| | |
|-------|----------------------------------|
| Phone | Mileage Authorization per Month: |
|-------|----------------------------------|

| | | |
|--------------------------------------------------------------------------------------------------------------------|--|--|
| Hours Authorized: <input type="checkbox"/> ADL <input type="checkbox"/> IADL <input type="checkbox"/> 24-Hr Avail. | | |
|--------------------------------------------------------------------------------------------------------------------|--|--|

Case number

| |
|------------------------------------------------------|
| Maximum hours authorized per month for all services: |
|------------------------------------------------------|

| | |
|------------------------------|----------|
| Tasks To Be Completed | 3 |
|------------------------------|----------|

| | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Bathing</p> <input type="checkbox"/> Bathing and washing hair <input type="checkbox"/> Getting in or out of shower or tub | <p>Personal Hygiene</p> <input type="checkbox"/> Shaving <input type="checkbox"/> Denture care <input type="checkbox"/> Brushing teeth/caring for mouth |
| <p>Dressing</p> <input type="checkbox"/> Assist with dressing/undressing | <p>Grooming</p> <input type="checkbox"/> Nail care (<i>toenail/fingernail</i>) <input type="checkbox"/> Brushing and combing hair |
| <p>Toileting</p> <input type="checkbox"/> Getting to and from the toilet <input type="checkbox"/> Assist with using bedpan <input type="checkbox"/> Urinal <input type="checkbox"/> Commode <input type="checkbox"/> Wiping/cleansing afterward <input type="checkbox"/> Cleaning assistive devices <input type="checkbox"/> Adjusting clothing before/after | <p>Cognition</p> <input type="checkbox"/> Memory <input type="checkbox"/> Wandering <input type="checkbox"/> Coping with change <input type="checkbox"/> Making decisions <input type="checkbox"/> Help with confusion <input type="checkbox"/> Help understanding basic health and safety needs <input type="checkbox"/> Responding to behaviors |
| <p>Bowel</p> <input type="checkbox"/> Changing incontinence supplies <input type="checkbox"/> Digital stimulation <input type="checkbox"/> Ostomy care <input type="checkbox"/> Toileting schedule <input type="checkbox"/> Suppository insertion <input type="checkbox"/> Enemas | <p>Bladder</p> <input type="checkbox"/> Changing incontinence supplies <input type="checkbox"/> Catheter care <input type="checkbox"/> Ostomy care <input type="checkbox"/> Toileting schedule <input type="checkbox"/> Monitoring for infection |

Prime number

Program

Branch code

Worker

Worker Ph #

| Tasks To Be Completed – (continued) | | 3 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <u>Eating</u> <input type="checkbox"/> Feeding or cueing during eating <input type="checkbox"/> Monitoring to prevent choking <input type="checkbox"/> Assistance with special utensils <input type="checkbox"/> Tube feeding <input type="checkbox"/> Nutritional IV set up | <u>Medication/Oxygen</u> <input type="checkbox"/> Giving medicines <input type="checkbox"/> Giving oxygen <input type="checkbox"/> Reminding or organizing <input type="checkbox"/> Checking for effect <input type="checkbox"/> Assuring adequate oxygen supply | |
| <u>Transfer</u> <input type="checkbox"/> Moving to or from a chair, bed or wheelchair inside the home | <u>Mobility/Ambulation</u> <input type="checkbox"/> Assistance moving around inside home <input type="checkbox"/> Assistance moving around outside | |
| <u>Meal Preparation (basic nutrition)</u> <input type="checkbox"/> Cutting food <input type="checkbox"/> Placing food/utensils within reach <input type="checkbox"/> Breakfast <input type="checkbox"/> Lunch <input type="checkbox"/> Dinner | <u>Transportation</u> <input type="checkbox"/> Assisting during a ride <input type="checkbox"/> Assist to get in/out of a vehicle <input type="checkbox"/> Arranging a ride | |
| <u>Housekeeping (HK)</u> <input type="checkbox"/> Wiping surfaces <input type="checkbox"/> Dusting <input type="checkbox"/> Cleaning floors <input type="checkbox"/> Making bed <input type="checkbox"/> Cleaning dishes <input type="checkbox"/> Taking out the garbage | <u>24-Hour Availability</u> <input type="checkbox"/> Meet needs that arise throughout a 24-hour period; includes night needs | |
| <u>Laundry (included in HK hours)</u> <input type="checkbox"/> Gather and wash soiled clothing and linens <input type="checkbox"/> Use washing machines/dryers <input type="checkbox"/> Hang/fold/put away clothing | <u>Shopping</u> Driving to/from and purchasing goods needed for health & safety related to the service plan: <input type="checkbox"/> Food <input type="checkbox"/> Clothing <input type="checkbox"/> Medicine Note: Medical Transportation is not included | |

Required medical treatments/procedures:

| Remarks/Special Instructions | 4 |
|-------------------------------------|----------|
| | |
| | |
| | |

| | |
|----------------------------------------------------------|-------------|
| _____ | _____ |
| Authorizing Signature (Case Manager/Unit Manager) | Date |
| _____ | _____ |
| Signature Client/Employer | Date |
| _____ | _____ |
| Signature Homecare Worker | Date |



ACTIVITIES OF DAILY LIVING (ADL) CHECKLISTS

Use the Activities of Daily Living Checklist to take a close look at each part of the activities you do and need help with. Looking at them will help you:

- Understand your service needs and break them down into smaller steps
- Communicate with your case manager
- Write a good job description and employment agreement
- Train your homecare worker on exactly how you want things to be done

The Activities of Daily Living Checklist is to help you think about all of the daily tasks you do or may need help with. Some of the tasks that are listed in the Checklist may not be done by your homecare worker. Talk with your case manager about the tasks you want help with, and if a homecare worker can help you. If you want help with a task that cannot be done by your homecare worker, you may need to find help from a natural support (family member or friend).

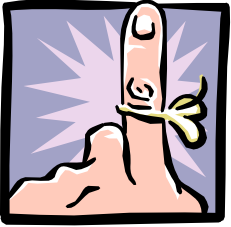
EXERCISE

ADL CHECKLISTS

- Read through the Activities of Daily Living Checklist to see if the tasks match a task on your authorized Task List. If it does and you want to think through each step of the task, check “yes” or “no” to each question.
- Talk with your case manager if there is a task on the Checklist that you would like help with, but it’s not on your authorized Task List.
- You may be surprised at all the choices involved in the different parts of a single daily activity!

❖ Handout – Activities of Daily Living (ADL) Checklist

For your homecare worker to be paid by the Medicaid or OPI program you are on, all homecare worker job duties must be based on the authorized Task List.



Remember it is your responsibility to contact your case manager for any questions you have about your approved Task List and what job duties your homecare worker is authorized to do.

PREPARING TO WRITE A JOB DESCRIPTION

Now that you know what tasks your homecare worker is authorized to help you with, you can prepare to write the job description. To write an effective job description means you must make several decisions. Three important things to include when writing a good job description are:

1. **Job services and tasks** you want the employee to do and the number of hours you expect the employee to work (based on the authorized hours).
2. **The experience, skills and personal qualities** you are looking for in an employee
3. **Rules and expectations** for the employee

EXERCISE

JOB SERVICES AND TASKS:



- Make a list of services and duties that you want your employee to help you with.
- List the tasks you expect the employee to do by himself or herself.
- Use the Activities of Daily Living (ADL) Checklists to help you describe the tasks.

Completing this Services and Tasks Worksheet helps you think about how much help you need. It also helps you budget the time it takes to do each duty. Using your hours wisely is very important, since your homecare worker is paid for **only the number of hours your case manager has approved**.

Example: BATHING: shower, 3 days a week (Sunday, Wednesday, Friday), in the morning after breakfast, use shower chair, use special bathing products, shave, about 3 hours/week)

❖ Handout – Services and Tasks Worksheet

PROFESSIONAL SKILLS, EXPERIENCE AND PERSONAL QUALITIES



It is important for you to be very clear about the character and personal qualities you are looking for in an employee. What experience and skills do you want them to have? Here is a list of some of the qualities that people look for. What are some others that might be more important to you?

- Punctual – being on time
- Dependable – being on time day after day and being there when needed
- Helpful – willing to do things you ask
- Goal-oriented – remembering the important things to get done
- Motivated - wanting to get things done
- Honest – someone you can trust
- Clean and neat – keeping things picked up and sanitary, understands universal precautions/infection control
- Takes direction – doesn't argue; is open to your way of doing things
- Communicates well – easy to talk with and understand
- Flexible – willing to do things in a different way when needed
- Patient – doesn't get bothered if things take longer than expected
- Respectful - treats you with dignity and does the job according to your wishes
- Maintains confidentiality - does not share your private information with others
- Skilled as a homecare worker - can do transfers, lifts, etc.

You may also want to consider other qualities that are important to you such as being quiet, talkative, friendly and outgoing?

EXERCISE

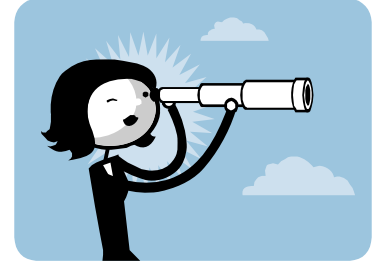
SKILLS, EXPERIENCES, AND PERSONAL QUALITIES

❖ Handout – Skills and Experiences/Personal Qualities Worksheet

Please make a list of experiences, skills and personal qualities you are looking for in an employee.

Think about:

- What's on your Task List
- What's on the Services and Tasks Worksheet
- What you consider important
- What you want your employee to do



Of course you want to hire someone who has experience, training, education and good references. You also want someone dependable and stable with a good personality and attitude. All these qualities are equally important. Think about other things such as your employee's physical strength, appearance, attitude, personal habits, and ability to transport you when you need to go somewhere.

Look at these sample Skills (left column) and Qualities (right column) list to give you ideas about what to list for *your* needs.

| Skills and Experiences | Personal Qualities |
|-------------------------------------------------|---------------------------------------------|
| SAMPLES | SAMPLES |
| 1. Experience in transferring | 1. Honest |
| 2. Skilled in cooking | 2. Good sense of humor |
| 3. Experience bathing someone with spasticity | 3. Not easily upset - easy-going |
| 4. Good driver who can drive my stick shift car | 4. Able to lift me from bed to chair & back |

RULES AND EXPECTATIONS

As a consumer/employer, you have the right to run your household the way you want to.

You will want to have some common-sense rules, but unless you write them down, your employee may not understand how serious you are about them.



For example, you may want to make it clear that you will not allow:

- Frequent absences or being late
- Unplanned absences for time off or when quitting
- Use of illegal drugs or alcohol

Other rules may be based on your values. You may not want to allow certain behaviors (using foul language, for example) or you may not want your employee to smoke in your house.

Please list the rules that you expect the homecare worker to follow when he or she is working for you.

❖ Handout – Rules and Expectations Worksheet

| SAMPLES OF RULES AND EXPECTATIONS |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. The homecare worker (HCW) must give me two weeks' notice if he or she is going to quit. |
| 2. The homecare worker may not bring pets to my home. |
| 3. The HCW may not use my computer. |
| 4. The HCW will not smoke or use illegal drugs anywhere on my property. |
| 5. The HCW may not arrange for someone else to do her duties without getting my permission if she needs to leave early or come late for a good reason. |
| 6. The HCW will not discuss my money situation with anyone. |
| 7. The HCW will sign a confidentiality agreement |

JOB DESCRIPTIONS

Now that you've defined services and tasks; experience, skills and personal qualities; and rules and expectations for your employee, you're ready to write a job description!

Clear communication of job expectations is very important so that you get the help you need and your employees understand what is expected of them. Writing a job description helps you to do this.

Writing an effective job description requires several decisions from you. Three important things to include when writing a good job description:

1. Tasks and job duties you want the employee to do and the number of hours you expect the employee to work (from the In-Home Service Plan and Task List)
2. The experience, skills and personal qualities you are looking for in an employee
3. Rules and expectations for the employee

Look at the sample job description on the pages that follow. Yours will be different, but you can get good ideas for how to put it together.

SAMPLE

JOB DESCRIPTION

Job title: Homecare Worker
(assistance, supports and services)

Job summary: To help a woman with a disability throughout her daily and evening activities and routines

Work schedule: Monday - Friday, 4:00 p.m. – 9:00 p.m.

Note: The homecare worker must work **only** the hours that are listed above. Any additional hours will not be paid. Changes in scheduled hours may be arranged between the homecare worker and the employer.

Wages: Wages for this position are (current rate).

Total hours weekly: 20

Benefits: (You can get this information from the union. Benefits may include Workers' Compensation benefits and health insurance benefits, among others.)

Qualifications: Person with a sense of humor, "night" person, on time, trustworthy, female, non-smoker, must be a licensed driver with reliable vehicle.

Duties and responsibilities:

1. Help with bathing, dressing, transferring

Tasks:

- Set up bath after dinner Monday, Wednesday, Friday. Transfer to and from bathtub.
- Use lavender soap.
- Lay out clothes in bedroom as directed, help with dressing lower body only.

2. Help with meal preparation, serving meals and, clean up.

Tasks:

- Prepare, serve and clean up after dinner.
- Prepare meals according to diet guidelines for people with diabetes (posted on refrigerator).
- Clean up after meals: unload and load dishwasher.



- Scrape all dishes before putting in dishwasher.
- 3. Help with physical therapy exercises
 - Tasks:
 - Upper body range of motion
- 4. Help with home maintenance and cleaning (for example, vacuuming, sweeping).
 - Tasks:
 - Vacuum floors one to two times each week.

Working conditions: The employee will work in the employer’s home, but may need to do other tasks outside the home (for example, in social settings, stores or at appointments).

Reliability: The employee is expected to use time wisely so the services are done in the time allowed. If the employee cannot get to work on time, they are expected to call to let me know.

End of services: The employee agrees to give at least a two-week notice before leaving this job.

THIS JOB DESCRIPTION MAY BE REVIEWED OR CHANGED EVERY YEAR OR WHEN A CHANGE IN JOB DUTIES IS NEEDED.

I have received a copy of this job description for my records. I have read the entire job description and understand my responsibilities. I understand that signing this form means that the employer and I have agreed on what is required in the job, **but does not guarantee** that I will be hired.

Signature of Homecare Worker

Date _____

Signature of Employer

Date _____

❖ **Handout – Job Description Worksheet**

EXERCISE

JOB DESCRIPTION

Write your job description using the blank worksheet in the 'Handouts' section.

You may want to look again at:

- Authorized Task List (and ADL Checklists, if needed)
- Tasks and Job Duties worksheet
- Experience, Skills and Personal Qualities worksheet
- Rules and Expectations worksheet

Include on the Job Description how many hours and what days of the week you want the employee to work. You can always change this at the applicant's request, but it is good to think carefully about what your personal choices are.

If you do change anything in the job description because a possible homecare worker wants, for example, a different schedule, think about how much compromising you are doing. If you compromise a lot, it can cause you to have resentment. It's best to have the issue out in the open to avoid problems later.

❖ Handout – The Hiring Process (checklist)

Please contact me, I want more training on the topics that are checked:

❖ **Module 2 – Hiring Your Homecare Worker**

- Ways to find applicants
- Sample Ads to find Applicants
- Screening Applicants
- Interview Questions to Ask (and illegal questions)
- Guidelines and Practice for Interviewing Face-to-face
- Checking References
- The Employment Agreement
- Homecare Worker Back-Up Plan

❖ **Module 3 - Communication and Safety in Your Home**

- Ways to Train a Homecare Worker
- Communication, Conflict Resolution, Conversations that are Uncomfortable
- Keeping Professional Boundaries
- Employee Performance Reviews and Termination
- Safety in Your Home, Medical Emergencies
- Personal Safety and Equipment, Home Evacuation

The training I am interested in is not listed. I want more information on:

Name

Telephone Number



STEPS training promotes empowerment and choice for people who use in-home services.