

# Care Pro Job Description

## Variable Hour

### Home Instead's Mission

**To enhance the lives of those around us** including our clients and their families, our Care Pros, our support staff, our community partners, and the Berkshire community, so that we can live out our potential and help others do the same.

### Home Instead's Values

We fulfill our mission by living our Core Values:

We are person-centered.

We are problem-solvers.

We are a team.

We are drama-free.

We are vulnerable.

We focus on growth.

We share our hearts

### What We Do

Home Instead provides personalized home care services to aging adults.

We relieve the burden of family caregiving, give peace of mind to family members, allowing them to be sons and daughters again.

We value our Care Pros through support, training, growth opportunities, and fair compensation, equipping them to provide high quality care to Berkshire seniors.

### Objective

Home Instead Care Pros will join us in strengthening Home Instead's reputation as Best in the Berkshires by living our mission: *enhancing the lives of those around us.*



## Primary Responsibilities:

- Reflect the core values of Home Instead (DNS Enterprises, LTD.)
- Contribute to a positive living environment to enhance a client's quality of life
- Document daily activities and report any significant changes in a client's needs or living conditions
- Maintain regular communication with supervisor and office staff
  
- Provide **Personal Care** services which could include:
  - Assisting with bathing – bed, tub, sponge or shower
  - Assisting with toileting and incontinence issues
  - Caring for hair – combing, brushing shampooing
  - Caring for toenails & fingernails – filing (do not cut), cleaning, foot wash & soak
  - Caring for skin
  - Shaving with electric razor
  - Caring for mouth, teeth and dentures
  - Helping client to bathroom or commode
  - Dressing and undressing
  - Feeding (Authorized on a case by case basis)
  - Bed changing with client in it
  - Ambulation (providing stabilization and assistance with walking)
  - Transferring a client, no more than 50% of their weight
  - Advanced Alzheimer's/Dementia Care
  - Hospice Care
  
- Provide **Companionship & Home Helper** services which could include:
  - Companionship and conversation
  - Preparing meals and cleaning up meal-related items
  - Providing medication reminders and appointment reminders
  - Performing light housekeeping tasks (dusting, vacuuming, making beds, changing linens, cleaning bathrooms, kitchens, etc.)
  - Washing and ironing laundry
  - Run errands and provide incidental transportation for a client using your vehicle
  - Accompanying clients to appointments

## Secondary Responsibilities:

- Participate in company sponsored training and social events including Care Pro meetings and online trainings
- Report hours according to office policy & communicate changes in availability in a timely manner.
- Participate in Listen360 Satisfaction Survey
- Document client information in Client Journal
- Perform other reasonable duties as assigned

## Essential Job Requirements:

- Ability to lift, push or pull 25 pounds
- Ability to bend, twist, stoop, kneel and reach
- Ability to participate in transferring a client, up to 50% of their weight
- Speaking and hearing English clearly in person and on the telephone
- Reading English at an average adult level
- Writing English clearly
- Ability to withstand exposure to dust, mold, mildew and cleaning solutions
- Ability to treat and care for clients and their property with dignity and respect
- Ability to adapt to various living environments and locations
- Ability to communicate with clients in a friendly and congenial manner

## Pay & Benefits

- \$21.00 weekdays and \$22.50 weekends per hour for standard home care depending on experience
- \$22.50 weekdays and \$24.00 weekends per hour for specialized home care, including couple care, specialized Alzheimer's care and specialized hospice care

Other benefits include:

- Gas allowance, travel time pay and mileage (when applicable)
- Paid training
- Paid vacation/sick time
- 401k retirement plan (if eligible after first year)
- Health insurance (if eligible after first year)
- Recognition & referral programs
- Support staff, including RN
- Care Pro Lounge with drinks, snacks and computer access
- PPE including masks, gloves, hand sanitizer, thermometer

## Training

Home Instead Care Pros are the heart of our highly personalized care. As you join the Home Instead team, you will complete a comprehensive, multi-phased training program both before you meet or serve a client and over your first year of being a Care Pro.

Your training will consist of both online training modules and in-person training classes in our office.

Once you have completed your training you will be a Personal Care Homemaker, certified to work with all Home Instead clients.

## Our Commitment to You

Home Instead will provide you with all the tools you need to complete our training program. We will give you access to online modules of professional training powered by industry leader Activated Insights. Additionally, our trainer will teach you all the skills you need to care for aging adults in our training center equipped with hospital bed, shower, and training mannequin.

Training is an important part of our brand promise of highly trained Care Pros. Therefore, Home Instead invests in your development as a Care Pro. Not only will we provide you with this training free of charge, we will also pay you to participate in the program – an investment of over \$1,000.

## Your Commitment

To recognize and protect our training investment in you, we ask all new Care Pros to commit to a minimum of 12 months service.

