



# ***EAH Staff Job Description***

## ***Job Title***

EAH Staff

## ***Department***

Evergreen at Home

## ***Supervision***

Supervised by Evergreen at Home Manager

## ***Pay Classification***

Non-exempt; Part-time, Casual Call, Overtime as authorized by Manager

## ***Work Hours***

Services are provided seven days a week. Individual work schedules are determined by manager and include weekends and holidays.

## ***Job Summary***

Provide physical and psychological care for Evergreen at Home clients. Perform clinical procedures commensurate with training. Document all care provided in accordance with policies and procedures, and each resident's individualized plan of care. May perform duties of Homemaker position.

## ***Job Dimensions***

1. ERC Mission, Values, & Vision; Strategy & Strategic Programs
2. ERC Employee Handbook
3. ERC Safety Plan & Procedures
4. ERC Resident Rights & Responsibilities
5. ERC Operational Policies & Procedures
6. ERC Annual Operating Budget
7. ERC CQI Model
8. Federal, State, & Local regulations

## ***Key Result Areas***

1. Planning
2. Resources
3. Customer Satisfaction
4. Regulatory Compliance
5. Reporting/Documentation
6. Departmental Operation
7. Community Image

## ***Essential Job Functions***

1. **Planning**
  - A. Prioritize and schedule workload to ensure timely completion. \*\*
  - B. Plan time off from work in advance, ensuring that essential responsibilities are covered. \*\*
  - C. Accept responsibility for care of the assigned clients, documenting clients care information per policy.
  - D. Utilize most efficient means of travel between assigned clients.

**2. Resources**

- A. Use and maintain equipment and supplies appropriately. \*\*
- B. Utilize resources from seminars/in-services to enhance service provided to residents, families, and/or staff.\*\*
- C. Work as a team member to meet customer needs. \*\*
- D. Work within scheduled work hours. \*\*
- E. Adjust meal/breaktimes (if applicable) around workload. \*\*
- F. Report to work according to schedule. \*\*
- G. Assist with orientation of new staff as needed.
- H. Ensure appropriate supply of equipment and supplies are available to complete duties at all times.

**3. Customer Satisfaction**

- A. Respond promptly to communications and follow through on commitments made to residents, families, visitors, and employees in a timely manner without additional requests. \*\*
- B. Show courtesy and respect to all customers in both word and action. \*\*
- C. Listen openly to the ideas of others. \*\*
- D. Take prompt corrective action when areas for improvement are identified by supervisor. \*\*
- E. Respond calmly and tactfully to problem situations. \*\*
- F. Discuss concerns in a constructive manner with persons who need to be involved. \*\*
- G. Actively identify improvement opportunities and offer solutions.\*\*
- H. Encourage clients to be as independent as able in activities of daily living.
- I. Maintain a safe, sanitary, orderly, and attractive environment within the client's home.

**4. Regulatory Compliance**

- A. Understands unit safety procedures and responds appropriately. \*\*
- B. Attend mandatory in-services or complete make-up sessions on time. \*\*
- C. Comply with all federal, state, and local regulations. \*\*
- D. Use proper infection control/standard precaution procedures. \*\*
- E. Share written and oral information about residents and staff only with persons who “need to know”, maintaining confidentiality. \*\*
- F. Comply with State Nurse Aide registry guidelines, including completion of required annual continuing education if applicable.
- G. Comply with Vehicle Use policy (i.e. maintain appropriate auto insurance, valid state drivers license, report violations, etc.)

## 5. Reporting/Documentation

- A. Complete PPR checklist for annual performance evaluation with supervisor in a timely manner. \*\*
- B. Report resident and/or personal injuries per policy. \*\*
- C. Report to supervisor any abuse, neglect, or misappropriation of property per facility policy.\*\*
- D. Report any reasonably suspected or known violation of a legal requirement, ERC standard of conduct or policy/procedure, or violation of privacy and confidentiality of the medical record.\*\*
- E. Promptly inform EAH Manager of a change in client's condition and/or needs.
- F. Share pertinent information in communication log.
- G. Chart pertinent information in the client's record as directed by policies and procedures, maintaining confidentiality and objectivity at all times.
- H. Clarify with EAH Manager any questions related to client care cards or plan.

## 6. Operations

- A. Attend 75% of all department/unit meetings. \*\*
- B. Participates as a team member on a project team, standing team, process improvement event, and/or Wellspring team.\*\*
- C. Use telephone systems in a professional and appropriate manner.\*\*
- D. Meet PPR performance objectives.\*\*
- E. Meet PPR education objectives.\*\*
- F. Follow ERC policies, procedures, and protocols.\*\*
- G. Use care cards in completing client care.
- H. Transfer and ambulate clients using appropriate methods and body mechanics.
- I. Assist clients with personal hygiene, grooming, bathing, dining and any other physical treatment assigned within scope of training.
- J. Assist with home exercise plan.
- K. Obtain weight and vital signs as assigned.
- L. Provide medication reminders when indicated.
- M. Assist with meal planning and preparation.
- N. Assist in transportation needs.
- O. Clean and sanitize assigned areas as scheduled and per policy.
- P. Make beds and change linens according to schedule.
- Q. Assist with developing shopping lists and perform shopping duties for client.
- R. Perform light housekeeping duties as scheduled. Light housekeeping duties include but are not limited to:
  - Dusting
  - Sweeping
  - Vacuuming
  - Washing floors/mopping
  - Washing dishes and countertops
  - Cleaning and disinfecting bathrooms
  - Cleaning mirrors

- S. Perform laundry duties as scheduled. Laundry duties include but are not limited to:
  - Washing and folding laundry
  - Washing and changing bed linens
  - Ironing
- T. Perform heavy housekeeping duties as scheduled. Heavy housekeeping duties include but are not limited to:
  - Washing walls
  - Cleaning overhead light fixtures or fans
  - Intense dusting of baseboards, doors, window frames
  - Scrubbing floors by hand
  - Stripping and waxing floors
  - Thorough cleaning of refrigerators and stoves
  - Cleaning and organizing cupboards and closets
- U. Completes quality audits as assigned. \*\*
- V. Other duties as needed for operations. \*\*

#### 7. Community Image

- A. Follow ERC dress code/personal hygiene policy. \*\*
- B. Keep work areas neat, clean, and orderly. \*\*
- C. Maintain professionalism in dealing with all customers. \*\*
- D. Positively promote Evergreen and its mission in the community. \*\*

\*\* designates a standard item that should be included in all job descriptions.

#### ***Marginal Job Functions***

Other duties as assigned within scope of training.

#### ***Physical Demands***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, stoop, twist, bend, squat, kneel, crouch and reach with hands and arms. The employee is occasionally required to sit, climb or balance, taste and smell. The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 50 pounds.

#### ***Work Environment***

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. Employee is responsible for transporting self to and from client homes. While performing the duties of this job, the employee is occasionally exposed to health hazards, uncomfortable temperatures and odors.

***Job Standards***

1. High school diploma or GED.
2. Valid State of Wisconsin Driver license.
3. Valid auto insurance.
4. Acceptable Motor Vehicle Record.
5. Ability to work independently.

***I have received and understand the above job description and will perform the essential job functions.***

_____	_____	_____	_____
Employee Signature	Date	Supervisor Signature	Date