

Job Class Profile: **Homemaker**

Pay Level: **CG-23** **Point Band:** **388-421**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	2	4	2	4	2	2	2	1	3	
Points	93	67	13	19	60	43	41	21	32	389

JOB SUMMARY

The Homemaker performs standardized work in teaching basic life skills and assisting clients with integration into independent living within the community.

Key and Periodic Activities:

- Assists the client with life skills development in areas such as cooking, planning meals, managing money, paying bills, shopping, performing proper personal hygiene and accessing public transportation.
- Assists client with accessing various community outreach programs.
- Maintains records of daily activities or incidents with client in accordance with established guidelines.
- Monitors and evaluates the client's progress in the life skills program.
- Advises the supervisor and staff of changes or issues in client's health observed during home/community visit.
- Encourages participation in leisure and recreational activities.
- Provides ongoing emotional support and encouragement to the client.
- Provides encouragement and assistance with the activities of daily living.
- Accompanies client to medical appointments.

SKILL

Knowledge

General and Specific Knowledge:

- Policies and Procedures
- Occupational Health and Safety Regulations
- Knowledge of mental illness
- Various community outreach programs

Formal Education and/or Certification(s):

- Minimum: High School Diploma supplemented by post secondary education in the mental health field.

Years of Experience:

- Minimum: Some experience working with clients with mental illness. Valid driver's license issued by the Province of Newfoundland and Labrador may be required.

Competencies:

- Ability to follow basic instructions and work processes.
- Ability to apply established techniques to the completion of activities.
- Ability to coordinate a range of related or project activities when assisting clients with life skills.
- Ability to provide advice to clients on how to solve a problem or address an issue.
- Ability to operate a computer to complete documentation on client visits; post schedules and events; use email and the internet.
- Ability to write straightforward text.

Interpersonal Skills

- A range of interpersonal skills used include listening to information from supervisor related to individual plans for client; asking questions to get information to determine how clients are doing; communicating routine information and direction to clients; providing care, comfort, or nurturing to clients; instructing clients in basic life skills; coaching or mentoring; gaining the cooperation of clients to complete work, address issues and/or solve problems and dealing with upset or angry clients face-to-face.
- The most significant contacts are with the clients in the provision of services; supervisor regarding the assignment of daily work tasks and activities; co-workers to discuss client's progress and with community outreach organizations to ensure understanding of available programs to meet client's needs.

EFFORT**Physical Effort**

- The demands of the job do not result in fatigue, requiring periods of rest.
- Lifting or moving objects less than 10 lbs may be required on an occasional basis.
- May be required to drive clients to various locations; walk to bus stops or various other sites; or sit at a desk using the computer to type correspondence, emails, faxes, or to document client visits.
- Manual or physical activities include performing fine finger or precision work when using the computer to compile notes on client visits or for e-mail purposes; and using gross motor skills when walking, standing, etc.

Concentration

- **Visual** concentration is required when teaching life skills to clients to ensure client safety when working in areas such as the kitchen around stoves and hot pots; driving a vehicle to transport clients; watching for changes in client's body language and when out in the community with client to ensure they are comfortable with their surroundings.
- **Auditory** concentration is experienced to listen and understand clients, supervisor, co-workers, medical contacts and other outside contacts; and to observe a client's speech pattern and tone to

determine if they are upset or angry.

- **Other sensory demands** such as smell is important to detect if a client is under the influence of drugs or alcohol.
- Alertness and concentration are required when performing **repetitive** tasks such as teaching basic life skills to clients. Working with clients with mental health issues can require **higher than normal levels of attentiveness or alertness for the health and safety of others** as the client can become unpredictable or violent.
- **Time pressures, deadlines, interruptions and lack of control over the pace of work** can occur when client visits or medical appointments extend beyond the scheduled timeframe; client cancels a scheduled visit or medical appointment or when a client is in a crisis situation requiring intervention.
- **Exact results and precision** is required when documenting information on client's progress to ensure that an accurate record of daily activities and/or incidents is reflected.

Complexity

- Work involves teaching basic life skills and assisting clients with integration into independent living within the community which involves performing tasks that are different but requires the use of similar skills and knowledge.
- A typical challenge or problem is the development of creative solutions to help a client overcome their fears with integration into independent living.
- Reference material to assist in addressing problems, challenges and issues include policies and procedures; guidance and direction from the supervisor; or advice from other co-workers.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- Work tasks, appointments and activities are assigned by the supervisor on a daily basis.
- Have authority to arrange daily work tasks to ensure they are all completed within a given time frame.
- All deviations from assigned tasks and activities require written or verbal approval from the supervisor.

Impact

- Work results can have a positive impact within the immediate work area; department; organization and on clients/patients/general public as well as on resources such as processes and systems; information; human resources, health and safety and corporate image when daily tasks and activities are completed on schedule and clients receive the supports they require to enable them to learn skills to live independently.
- Mistakes or errors can result in delayed or missed medical appointments which could affect a client's health and well being; health and safety issues if basic life skills are not taught properly; and issues for other co-workers if all assigned tasks are not completed on schedule or appropriate documentation is not recorded on each client visit.
- Written documentation is maintained on all client visits and errors are typically identified and

resolved within hours of problem identification.

Development and Leadership of Others

- There is no supervision of staff.
- May provide advice and guidance to new employees or students.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to follow policies and procedures regarding special precautions or safety equipment when dealing with difficult or unusual situations.
- The likelihood of injury or illness resulting from hazards in the job is limited.
- Occasionally exposed to unusual/distracting noise; dirt, dust, filth or garbage; limited ventilation; bodily fluids and waste; toxic or poisonous substances from second hand smoke; and odours.