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IN-HOME SERVICES WORKER JOB DESCRIPTION AND EMPLOYMENT REQUIREMENTS

A In-Home Worker will perform a variety of supportive services under the supervision of a registered nurse who reports to the clinical manager.

Responsibilities and duties:

1. Home services are focused on providing assistance that is not medical in nature, but is based upon assisting the client in meeting the demands of living independently and maintaining a personal residence, such as companionship, cleaning, laundry, shopping, meal preparation, dressing, and bathing.
2. Home Services or In-Home Services Workers will provide services in accordance with the policies and requirements of the placement or employing agency, as well as the service arrangements spelled out in the contract.
3. Duties of home services or in-home services workers may include the following:
 - a. Observation of client functioning and reporting changes to his/her supervisor or employer.
 - b. Assistance with household chores, including cooking and meal preparation, cleaning and laundry.
 - c. Assistance in completing activities such as shopping and appointments outside of the home.
 - d. Companionship.
 - e. Completion of appropriate records documenting service provision.
 - f. Assistance with activities of daily living and personal care.
4. To delineate the types of services that can be provided by a home services worker, the following are examples of acceptable tasks and also limitations when a more medical model of assistance would be needed to meet the higher needs of the client.
 - a. **Skin Care.** A home services worker may perform general skin care assistance. Skin care may be performed by a home services worker only when skin is unbroken, and when any chronic skin problems are not active. The skin care provided by a home services worker must be preventative rather than therapeutic in nature, and may include the application of non-medicated lotions and solutions, or of lotions and solutions not requiring a physician's prescription. Skilled skin care must be provided by an agency licensed as a home health or home nursing services agency. Skilled skin care includes wound care, dressing changes, application of prescription medications, skilled observation and reporting.
 - b. **Ambulation.** A home services worker may assist clients with ambulation. Clients in the process of being trained to use adaptive equipment for ambulation, such as walkers, canes or wheelchairs, require supervision by an agency licensed to provide home health or home nursing services during the period of their training. Once the prescribing individual or the health care provider responsible for the training of the client is comfortable with releasing the client to work on his or her own with the adaptive equipment, a home services worker may assist with ambulation.



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- c. Bathing. A home services worker may assist clients with bathing. When a client has skilled skin care needs or skilled dressings that will need attention before, during, or after bathing, the client shall be in the care of an agency licensed as a home health agency or a home nursing agency to meet those specific needs.
- d. Dressing. A home services worker may assist a client with dressing. This may include assistance with ordinary clothing and application of support stockings of the type that can be purchased without a physician's prescription. A home services worker may not assist with application of an Ace bandage that can be purchased only with a physician's prescription (the application of which involves wrapping a part of the client's body) or with application of a sequential compression device that can be purchased only with a physician's prescription.
- e. Exercise. A home services worker may assist a client with exercise. Passive assistance with exercise that can be performed by a home services worker is limited to the encouragement of normal bodily movement, as tolerated, on the part of the client, and to encouragement with a prescribed exercise program. Passive Range of Motion may not be performed by a home services worker.
- f. Feeding. A home services worker may provide assistance with feeding. Home services workers can assist clients with feeding when the client can independently swallow and be positioned upright. Assistance by a home services worker does not include syringe, tube feedings, and intravenous nutrition. Whenever there is a high risk that the client may choke as a result of the feeding, the client shall be in the care of an agency licensed as a home health or home nursing agency to fulfill this function.
- g. Hair Care. As a part of the broader set of services provided to clients who are receiving home services, home services workers may assist clients with the maintenance and appearance of their hair. Hair care within these limitations may include shampooing with non-medicated shampoo or shampoo that does not require a physician's prescription, drying, combing and styling hair.
- h. Mouth Care. A home services worker may assist in and perform mouth care. This may include denture care and basic oral hygiene, including oral suctioning for mouth care. Mouth care for clients who are unconscious shall be performed by an agency licensed as a home health agency or home nursing agency.
- i. Nail Care. A home services worker may assist with nail care. This assistance may include soaking of nails, pushing back cuticles without utensils, and filing of nails. Assistance by a home services worker may not include nail trimming. Clients with a medical condition that might involve peripheral circulatory problems or loss of sensation shall be under the care of an agency licensed as a home health agency or home nursing agency to meet this need.
- j. Positioning. A home services worker may assist a client with positioning when the client is able to identify to the personal care staff, either verbally, non-verbally or through others, when the position needs to be changed, only when skilled skin care, as previously described, is not



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- required in conjunction with the positioning. Positioning may include simple alignment in a bed, wheelchair, or other furniture.
- k. Shaving. A home services worker may assist a client with shaving only with an electric or a safety razor.
 - l. Toileting. A home services worker may assist a client to and from the bathroom; provide assistance with bed pans, urinals, and commodes; provide pericare; or change clothing and pads of any kind used for the care of incontinence.
 - i. A home services worker may empty or change external urine collection devices, such as catheter bags or suprapubic catheter bags. In all cases, the insertion and removal of catheters and care of external catheters is considered skilled care and shall not be performed by a home services worker.
 - ii. A home services worker may empty ostomy bags and provide assistance with other client-directed ostomy care only when there is no need for skilled skin care or for observation or reporting to a nurse. A home services worker shall not perform digital stimulation, insert suppositories, or give an enema.
 - m. Transfers. A home services worker may assist with transfers only when the client has sufficient balance and strength to reliably stand and pivot and assist with the transfer to some extent. Adaptive and safety equipment may be used in transfers, provided that the client is fully trained in the use of the equipment and can direct the transfer step by step. Adaptive equipment may include, but is not limited to, wheel chairs, tub seats, and grab bars. Gait belts may be used as a safety device for the home services worker as long as the worker has been properly trained in their use. In general, a home services worker may not assist with transfers when the client is unable to assist with the transfer. Home services workers may assist clients in the use of a mechanical or electrical transfer device only when the following conditions are met:
 - i. The home services worker must have been trained in the use of the mechanical or electrical transfer device by the licensed agency;
 - ii. The client or client representative must be able to direct the transfer step by step; and
 - iii. The agency must have conducted a competency evaluation of the worker using the type of device that is available in the home.
 - n. Medication Reminding. A home services worker may assist a client with medication reminding only when medications have been pre-selected by the client, a family member, a nurse, or a pharmacist and are stored in containers other than the prescription bottles, such as medication minders. Medication minder containers shall be clearly marked as to day and time of dosage. Medication reminding includes: inquiries as to whether medications were taken; verbal prompting to take medications; handing the appropriately marked medication minder container to the client; and opening the appropriately marked medication minder container for the client if the client is physically unable to open the container. These limitations apply to all prescription



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and all over-the-counter medications. The home services worker shall immediately report to the supervisor, or, in the case of a placement worker, to the client or the client's advocate or designee, any irregularities noted in the pre-selected medications, such as medications taken too often or not often enough, or not at the correct time as identified in the written instructions.

- o. A home services worker shall not provide respiratory care. Respiratory care is skilled and includes postural drainage, cupping, adjusting oxygen flow within established parameters, nasal, endotracheal, and tracheal suctioning, and turning off or changing tanks. However, home services workers may temporarily remove and replace a cannula or mask from the client's face for the purposes of shaving or washing a client's face and may provide oral suctioning.
5. In addition to the exclusions above, home services workers shall not act in the following capacities:
 - a. Provide skilled services.
 - b. Become or act as a Power of Attorney.
 - c. Be involved in any financial transactions of the client outside of contracted services. In such cases, the home services worker shall follow agency policies in regard to securing receipts for items purchased and ensuring both client and worker signatures documenting those expenditures.
 - d. Perform or provide medication setup for a client.
 - e. Any other actions specifically prohibited by agency policy or other State laws.
6. Supervision of a home services worker shall include the following:
 - a. An individual who is in a supervisory capacity shall be designated and available to the worker for questions at all times.
 - b. On-site supervision shall take place at a minimum every 90 days or more often if the plan of service requires it.
 - c. Supervision does not constitute time or an activity that can be billed as a service to the client/consumer.

Qualification, experience, and skills:

1. Does not have a disqualifying background check under the requirements of the Health Care Worker Background Check Act without a waiver
2. Has a copy of the Social Security card.
3. Has visa or proof of citizenship in compliance with federal requirements for employment.
4. Have a current CPR card
5. Knowledge of basic medical terminology and ability to communicate Client's condition with other health care team.
6. Ability to follow written and oral instructions from the health care team. Able to adapt to rapid changes by making adjustments as required in work schedule. Must speak English and able to communicate with a varied population with tact, compassion and integrity.



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7. Dependability, good judgment and initiative are required in the development of professional relationship and in the performance of duties.
8. Will successfully complete an orientation and competency evaluation prior to providing care independently. Each homemaker or companion shall complete a minimum of eight hours of training. Four hours of training shall be provided prior to the home services worker's first assignment, and the remaining four hours shall be provided within the worker's first 30 days after employment.
9. The agency shall provide proof of a competency evaluation conducted by the agency or proof that the worker has successfully completed a training program at another licensed home services agency within the prior year (previous 365 days).
10. Orientation will include but not be limited to:
 - a. The employee's job responsibilities and limitations.
 - b. Communication skills in areas such as with persons who are hard of hearing, have dementia, or have other special needs.
 - c. Observation, reporting and documentation of client status and the service furnished, including changes in functional ability and mental status demonstrated by the client.
 - d. Basic hygiene and basic infection control practices.
 - e. Maintenance of a clean, safe and healthy environment.
 - f. Basic personal and environmental safety precautions.
 - g. Recognizing emergencies and knowledge of emergency procedures, including basic first aid and implementation of a client's emergency preparedness plan.
 - h. Confidentiality of client personal, financial and health information.
 - i. Behaviors that would constitute abuse or neglect and the legal prohibitions against such behaviors, as well as knowledge and understanding of abuse and neglect prevention and reporting requirements.
11. Competency evaluations will include performance of personal care tasks for clients, including but not limited to:
 - a. bathing;
 - b. skin care;
 - c. hair care;
 - d. nail care;
 - e. mouth care;
 - f. shaving;
 - g. dressing;
 - h. feeding;
 - i. assistance with ambulation;
 - j. exercise and transfers;
 - k. positioning;



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- l. toileting;
- m. medication reminding;
- n. performance of ability to assist in the use of specific adaptive equipment, such as a mechanical lifting device, if the worker will be working with clients who use the device

Continued Employment

To remain as an active employee, each employee must maintain their HR file; this includes but is not limited to:

- 1. Completion of a minimum of eight hours of training during each year of employment based on either a calendar year or an anniversary date basis, whichever is selected by the agency. The initial eight hours of training and orientation completed at time of employment shall satisfy the annual training requirement for the home services worker's first year of employment. The annual training can include self-study courses with demonstration of learned concepts that are applicable to the employee's responsibilities. Training shall include:
 - a. Promoting client dignity, independence, self-determination, privacy, choice and rights;
 - b. Disaster procedures;
 - c. Hygiene and infection control;
 - d. Abuse and neglect prevention and reporting requirements.
 - e. All training shall be documented with the date of the training; starting and ending times; instructors and their qualifications; short description of content; and staff member's signature.
- 2. Current CPR card
- 3. Periodic performance evaluation

Working conditions:

- 1. Perform duties within a varied Client home setting.
- 2. May be exposed to contagious diseases.
- 3. Required to operate a self owned motor vehicle to travel between Clients homes.
- 4. Lift minimum 50 pounds and ability to move Clients and equipment exceeding 100 pounds.

Employee Signature: _____ Date _____

Witness: _____ Date _____