

Job Description: Homebound Assessment Aide

San Fernando Valley Interfaith Council

Reports to: Homebound Coordinator
Department: Nutrition
Revised: March 24, 2014
FLSA Status: Non-Exempt

Summary:

The Assessment Aide evaluates prospective participants for the Meals to the Homebound Program in an efficient, productive, and organized manner.

Responsible for collecting and recording confidential information, and conducting in-home evaluations, with the purpose of evaluating participants for the Meals to the Homebound Program. The Program delivers hot, nutritious meals to the members of the Company's senior citizen and disabled clientele who are found to be incapable of being transported to any of the Company's centers or satellite locations.

Essential Duties and Responsibilities:

- Assists the Homebound Coordinator in the bi-annual participant assessments.
- Accompanies and assists the Homebound Coordinator during home visits, wherein they:
 - Assess and observe the client and their living conditions.
 - Discuss and confirm the medications they are taking.
 - Make general observation regarding housekeeping.
 - Look in the refrigerator to assure they are not having difficulty getting supplies and groceries.
 - Collect and confirm essential information, such as personal contact information, emergency contact information, and doctor information.
 - Assist clients in filling out Medical Certification sheet, to be used to confirm that they are seeing a doctor regularly.
 - Assist clients in filling out standard Client Agreement, outlining terms of service of the Program.
 - Acquire information about clients' upcoming schedule and any days that they will not require meal delivery.
- Communicates and maintains contact with clients' doctors, to monitor health and welfare.
- Submits Certification of Need documents to be completed by clients' doctors to confirm participants' specific needs and condition.
- Maintains filing and organization of client file folders, for ease of access during assessments.
- Conducts client assessments via phone on a quarterly basis.
- Assists with updating Driver schedules and routes.
- Assures client files are complete, acquiring and inputting new client information, including name, address, birthday, and assorted factors that may impact their ability to receive their meal from the driver (i.e. mobility, hearing ability, mental clarity..etc..), as well as any stipulations of their service.
- Works alongside the Homebound coordinator to plan and execute the Thanksgiving meal delivery.
- Secures volunteers to work as Homebound Delivery Drivers for the Thanksgiving meal delivery.
- May perform other duties as assigned or requested.

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Non-Essential Duties:

- Participates in company outreach and marketing, educating the senior community about the availability and benefits of the services provided by the company.
- Attends an annual Department of Aging general training meeting, where emergency guidelines and policies are introduced and reviewed
- Comply with expectations as demonstrated in the employee handbook.
- Attends meetings with Homebound Staff and Nutrition Director when scheduled.
- Demonstrates ability to diffuse and respond to customer concerns to avoid escalation of the problem.

Job Qualifications:

Experience / Knowledge:

- AA degree or equivalent required.
- Previous non-profit organization experience preferred.
- Excellent written and oral communication skills required.
- Positive interpersonal skills required.
- Fluency in verbal and written English required.
- Fluency in verbal and written Spanish preferred.
- Excellent computer and typing skills are required (e.g. Excel and Word).
- Ability to learn new computer programs and software (e.g. Client Tracking Software)
- Familiarity with the neighborhoods served by the program preferred.

Skills / Aptitudes:

- Oral Communication: Ability to clearly convey messages, ideas and expectations through the effective use of words, body language and voice tone.
- Observation: Ability to gather and decipher information through examination and inspection.
- Dependability: Fulfills commitments consistently and can be counted on to do what they agree to do.
- Trustworthy: Proven, reliable, individual who can be counted on to do what they say they will do.
- Accountability: Readily accepts own role in the outcome of a situation whether positive or negative.
- Adaptability and Flexibility: Able to change direction as priorities shift and thrive in environments that require the ability to adapt to changing circumstances.
- Detail Orientation: Produces high quality work with few errors by being aware of and paying attention to the many pieces that make up the "Whole" of a task or project.
- Prioritization: Effectively arranges goals, tasks and projects in order of greatest importance to achieve success.
- Managing Multiple Priorities: The ability to rank and accomplish projects and tasks that have similar or identical due dates.
- Teamwork and Collaboration: Ability to work effectively with others to achieve common causes.
- Conflict Resolution: The ability to productively find solutions to situations where two or more parties are in disagreement.
- Motivation of Others: Ability to inspire others to promote the philosophy, mission, vision, goals and values of San Fernando Valley Interfaith Council.
- Continuing Education: Possesses a willingness to learn and apply nutritional and healthcare principles and values in the discernment and decision making process for all nutrition services matters.

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- Lead by Example: Exhibits safe, positive and productive work habits.
- Demonstrates compliance with all company policies and procedures.

License / Qualification:

1. TB testing
2. A valid driver's license and current automobile insurance is required.
3. Must own or have access to reliable form of transportation
4. Must be able to work regular work hours and, when necessary, nights, weekends and some holidays

Education:

- AA diploma or equivalent.

FSLA Information:

Management Activities:

- Coaches and motivates volunteer Drivers during Thanksgiving meal delivery to maximize efficiency and productivity.

Discretion / Independent Judgment:

As the Assessment Aide, you will be expected to work with the Homebound Delivery Coordinator, volunteers, and other members of the Nutrition Department Staff, to ensure satisfaction. You will have to take initiative and get creative resolving challenges and involve Corporate when previous methods have been unsuccessful.

ADA Information:

Physical Requirements:

- Occasionally required to sit in a stationary position.
- Able to tolerate frequent standing on hard and soft surfaces throughout the day.
- Occasionally required to sit in a stationary position (2-4 hours).
- Occasionally required to drive a car (0-2 hours).
- Able to tolerate frequent standing on hard and soft surfaces throughout the day (2-4 hours).
- Occasionally performs activities that require climbing or balancing (0-2 hours), bending (0-2 hours) stooping, kneeling (0-2 hours), push and pull (0-2 hours), twisting (0-2 hours), squatting (0-2 hours), crawling (0-2 hours), grasping items (0-2 hours) and reaching with hands and arms (0-2 hours) throughout the day.
- Frequently uses hands and fingers to type on keyboard and for other fine manipulation (0-2 hours).
- Constantly able to communicate verbally and in written form.
- Frequently able to detect and discern both loud and soft sounds such as voices and phone calls.
- Frequently able to use all types of vision, such as close vision, distance vision, color vision, peripheral vision, and depth perception, to complete daily tasks.
- Frequently required to detect unusual odors that could indicate spoilage or environmental issues.

Mental Demands

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- Ability to change direction as priorities shift.
- Ability to thrive in environments that require the ability to adapt to changing circumstances.
- Ability to cope with occasionally difficult or temperamental clients and staff.
- Ability to cope with mental and emotional stress related to the position, function independently, having flexibility, consistency and professionalism.
- Ability to empathize with clients, and recognize potential distress or changes in mental faculties.

Work Conditions:

- Generally in an indoor setting.
- Spends a significant amount of time in client's homes.
- Works with and around elderly and disabled people.
- Will be using a computer occasionally.
- While performing the duties of this job, the employee is occasionally exposed to heat/cold.

Environmental Conditions

- The noise level in the work environment is usually moderate, but can be exceedingly loud.
- The client's homes are unpredictable environments occasionally offer difficult or even dangerous conditions.

Note: This job description is intended to describe the general nature and work responsibilities of the position. It is not possible or desirable to commit every detailed aspect of each job to a written description. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Job descriptions alone cannot be used as an argument to refuse work assignments. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments required by company officials. This job description does not constitute an employment contract between the company and any employee. The job responsibilities of this position may include cross-training in other functions to ensure satisfactory operation.

I have read the above job description, understand its contents and have had an opportunity to discuss with my supervisor or the hiring manager. By signing below I agree I understand what is expected of me and can comply with all requirements of this position.

Incumbent Signature

Date