



## **PROGRAM SERVICES ASSISTANT I/II (PART-TIME)**

**DEPARTMENT:** Health and Human Services, Eastern Sierra Area Agency on Aging

**DEFINITION:** Provides designated homemaking services and assistance to an assigned client base within clients' environment and home; provides escort/transportation resources in the pick-up and delivery of requested items for clients; assists in other support activities as assigned; and functions as a positive and cooperative team member.

### **ESSENTIAL JOB DUTIES:**

Provides home care to clients by assisting with household duties such as reheating meals, mopping, vacuuming, cleaning bathrooms, washing/drying clothes, and meal preparation, serving, and clean-up. Picks up groceries and supplies to be used for meal preparation, picks up prescriptions, picks up and delivers mail, and runs other errands for senior clients. Operates a vehicle in a safe manner over a variety of routes in accordance with established laws and policies. Schedules medical and other related resource appointments for clients upon request and according to clients' needs and instructions. Transports ambulatory and non-ambulatory passengers to appointments on other necessary trips, and assists clients in and out of vehicles and to destination. Assists in the preparation of foods for seniors, including main dishes, baked goods, sauces, soups, meats, and vegetables in conformance with state and federal regulations, local health ordinances and County policies and with the purpose of providing food that appeals to sight and taste. Delivers pre-packaged food to clients' homes and/or to senior facilities for future distribution. Assists clients with routine personal bookkeeping and banking practices, including recording items, balancing checkbooks, completing bill paying responsibilities, bank deposits and withdrawals and other related correspondence, according to established policies and practices and upon request. Observes clients in a variety of activities and situations and provides feedback to case management regarding client awareness and general health. Reports any changes to clients' demeanor or alertness as assigned and upon request. Provides respite to clients' spouse or live-in care giver by attending to and overseeing clients in their homes and/or running errands to relieve live-in care giver of care giving responsibilities. Reviews pharmaceutical instructions, monitors, and assists clients' as they prepare their medications for daily/weekly use according to prescription. Answers clients' questions and concerns and/or refers to appropriate resource as necessary. Completes proper documentation, including various reports and tracking sheets, as directed and per established procedures. May monitor, and coordinate the work of volunteers and/or other staff as assigned. Performs other duties as assigned.

## **EMPLOYMENT STANDARDS**

### **TRAINING AND EXPERIENCE:**

**Program Services Assistant I:** Requires a high school graduate or equivalent with at least one year of experience providing homemaking, personal care giving, or transportation for a geriatric and/or special needs population.

**Program Services Assistant II:** Requires a high school graduate or equivalent with at least two years of experience providing homemaking, personal care giving, or transportation for a geriatric and/or special needs population.

### **KNOWLEDGE OF:**

Basic daily living needs, including hygiene, exercise, entertainment, food, clothing and shelter of assigned population. Routine and basic sanitary and safety practices related to food preparation and home health care and support. Standard and accepted English spelling, punctuation and grammar. Standard and accepted principles and practices of workplace safety. Standards and accepted safe driving practices.

### **ABILITY TO:**

Learn and work effectively with special needs and/or geriatric clients or other designated special populations, including individuals with physical and/or mental disabilities. Understand and carry out a variety of both oral and written instructions in an independent manner. On a continuous basis, know and understand all aspects of the job and observe safety rules. Intermittently review papers and log entries. Accurately identify situations involving client's needs and circumstances. Accurately identify safety hazards for assigned clients and address as appropriate. Locate equipment and supplies. Interpret work orders. Remember client's names and verbal instructions. Understand and explain assigned program's policies and procedures to clients, staff, family members and the general public. Relate positively to clients and establish trust and rapport. Work cooperatively as part of a team providing services and treatment to special needs clients. Work with various cultural and ethnic groups in a tactful and effective manner. Respond to emergency situations in an effective, timely, and calm manner. Obtain relevant information through interviews and observations. Work effectively with constant or sporadic interruptions. Perform routine clerical tasks including mathematical calculations, such as addition, subtraction, multiplication, and division. Operate routine food preparation, housekeeping and personal care equipment in a safe and effective manner. Communicate effectively and tactfully in both oral and written forms. Provide assigned duties that include continuous physical labor in a safe and effective manner for self and others. Establish and maintain effective working relationships with those contacted in the performance of required duties. Consistent attendance is an essential function of the position.

**Special requirements:** Must possess or obtain by appointment date a valid operator's license issued by the California Department of Motor Vehicles; must have ability to lift and carry up to 25 pounds.