



Position Description, Responsibilities for Provider of Services

Provider name: _____

- ❖ **Primary Areas of Responsibility—All Providers**
 - Provide the services as identified in the Receiver’s Service Plan
 - Be knowledgeable about all 360 SHS services
 - Be knowledgeable about senior resources available in the community
 - Be knowledgeable about senior-related health issues
 - Follow established procedures when working with Receivers
 - Participate in relevant in-service presentations whenever possible
 - Meet or exceed customer service expectations
 - Maintain high standards of customer service and professionalism set by 360 SHS
 - Maintain positive relationships and follow-up with customers
 - Help promote 360 SHS
 - Be aware of promotional opportunities and promote 360 SHS strategically
 - Help distribute promotional handouts
 - Participate in 360 SHS promotional events
 - Participate in any 360 SHS organizational activities
 - Provide quality services
 - For new Receivers, gather and maintain information to enhance the relationship
 - Contact new Receiver prior to starting service as a way of introduction
 - Reports, communication, documentation
 - Daily (or as service is provided)
 - Maintain documentation of services provided on Provider Service Record (General Comments)
 - Monitor Receiver’s satisfaction with service and communicate any scheduling or service issues to the Care Management Team.
 - Communicate any significant changes to the Client Coordinator as soon as possible via phone or text.
 - Follow up with Receivers regarding satisfaction and communicate to the Care Management Team any need for additional services
 - Monthly
 - Submit any requested days off or days unavailable for service (in advance).
 - Participation in in-service program(s) and/or Provider meetings is encouraged
- ❖ **Additional Areas of Responsibility—For Personal Care Providers/LNA’s**
 - Basic personal care and grooming



- Sponge bathing
- Gathering and handing the client materials related to bathing
- Regulating the bath or shower water temperature and running the water
- Hair care including shampooing
- Skin care to include application of preventive skin care products
- Filing of nails
- Assisting with oral hygiene
- Shaving of client using an electric razor
- Dressing to include putting on or removing clothing, shoes and stockings
- Assisting others in transfer of client
 - Weight bearing assistance such as steadying the client and arranging items to assist the transfer of client.
 - Non-weight bearing assistance on a case-by-case basis as specified in care plan
- Assistance with toileting and toileting hygiene measures as follows
 - Assistance with the use of the toilet, commode, bedpan and urinal
 - Assistance with the use of products related to hygiene care such as disposable incontinent briefs or pads
 - Assisting with cleaning the client after instances of vomiting, diarrhea and incontinence
 - Assistance with ostomy care in a long term, well healed, trouble free ostomy, such as assisting in application of the stoma bag on a case-by-case basis as individually trained by the Client Coordinator or Mentor.
- Assistance with catheter care only by emptying the urinary drainage bag on a case-by-case basis as individually trained by the Client Coordinator or Mentor. Assistance with application of braces, splints, slings and prostheses on a case-by-case basis as determined by, and individually trained by, the Client Coordinator or Mentor.
- Assistance with nutrition and hydration as follows:
 - Filling the client’s fork or spoon
 - Feeding the client by hand on a case-by-case basis as determined by, and individually trained by 360 SHS Client Coordinator or Mentor.

*I understand my relationship with 360 SHS will be as a Temporary Employee.
 I also understand that 360 SHS is an “at will employer.” The information stated above is for clarification, and is not a contract of employment, nor is intended to suggest otherwise.*

Signature of Provider

Date