HIGHLAND WOOD HOME SERVICES

2250 Point Blvd Suite 335 Elgin IL 60123
Phone: 847-654-7555

Job Description

Home Service Worker

Job Title: Home Service Worker
Department: Client Care Services
Reports To: Agency Supervisor or Trainer
Supervises: None

The Home Service Worker (HSW) provides direct non-medical support to clients in their homes to promote independence, dignity, safety, and quality of life. The role involves assisting with personal care, activities of daily living (ADLs), household management, companionship, and mobility, while maintaining accurate records and upholding client rights.

Qualifications

- High school diploma or equivalent required.
- Successful completion of an HWS-approved training program covering personal care, ADLs, dementia care, infection control, and safety protocols.
- Must pass all required background checks, including:
  - Illinois Health Care Worker Registry clearance
  - Criminal history records check
  - Sex offender registry checks
- Current First Aid/CPR certification (preferred).
- Strong communication, interpersonal, and problem-solving skills.
- Ability to follow service plans, policies, and safety procedures.
- Physical ability to perform transfers, mobility assistance, and household tasks.

Core Competencies

- Compassionate client care
- Safety awareness and risk prevention
- Clear communication and documentation
- Respect for dignity, privacy, and cultural differences
- Time management and reliability
- Teamwork and cooperation

Detailed Duties & Responsibilities

1. Assist with bathing, grooming, dressing, toileting, mobility, and feeding as outlined in the client's service plan.
2. Provide medication reminders without administering or setting up medications.
3. Assist with light housekeeping, laundry, meal planning, cooking, and shopping.
4. Provide transportation support to medical appointments, errands, or social outings.
5. Engage in meaningful activities and conversations with clients.
6. Offer reassurance, encouragement, and social interaction to reduce isolation.
7. Monitor and promptly report changes in clients' physical, emotional, or mental condition.

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8. Maintain accurate and timely service records, including time logs, tasks completed, and observations.
9. Follow all agency policies, including infection prevention and control practices.
10. Always uphold client confidentiality and rights.
11. Operate within job limitations (e.g., no skilled nursing, no invasive procedures).

Performance Standards

- Provides safe, respectful, and reliable client care in accordance with service plans.
- Completes accurate documentation consistently and on time.
- Demonstrates professional behavior, punctuality, and adherence to policies.
- Receives positive feedback from clients, families, and supervisors.

Applicant's Full Name: _____

Applicant's Signature: _____

Date: _____