



HOME CARE DIRECT SERVICE STAFF (DSS) EXPECTATIONS QUICK REFERENCE GUIDE

- DSS must comply with all Winnipeg Regional Health Authority and Shared Health policies and procedures.
- Work will be assigned primarily within your Community Area; however, you may be required to work in ALL Community Area's throughout the Winnipeg Regional Health Authority.
- DSS holding an Equivalent Full Time (EFT) position are expected to complete all work as assigned by Scheduling Clerks (SC) or Resource Coordinators (RC) within the available work period.
- Any unexpected/sudden changes or adjustments to schedules must be communicated to the SC, RC or After Hours (AH) immediately.
- During breaks in schedules which create downtime DSS may be assigned alternate work.
- DSS must respond to messages left by SC/RC within 30 mins whenever possible. If unable to respond within 30 mins, an explanation must be provided. DSS are encouraged to make personal appointments on their day off whenever possible.
- DSS will report workplace health and safety issues, any changes in the client's physical or emotional well-being, living conditions and any other situations that affect the plan of care.
- DSS will self-identify the need for additional education or training and initiate skill/knowledge development. DSS will attend training sessions as required by the employer.
- DSS will report any loss or damage to client/employee personal property while in the course of their duties.
- DSS will report breaches of confidentiality.
- DSS will identify changes in personal information or changes to personal circumstances that may affect their ability to complete their duties to the RC.