



LOWER SIMILKAMEEN  
COMMUNITY SERVICES SOCIETY  
715 7<sup>th</sup> Street  
Keremeos, BC V0X 1N3  
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*Connect ~ Flourish ~ Thrive*

**Job Title:** Multi-Service Worker - Better at Home Program  
**Benchmark:** n/a  
**Bargaining Unit:** n/a  
**Immediate Supervisor:** Volunteer and Better at Home Program Coordinator  
**Location:** Keremeos, Cawston, Olalla, and Hedley  
**Hours:** Flexible, approximately 8 hours per week (or 15 hours biweekly).

**Lower Similkameen Community Services Society (LSCSS)** is a multi-service organization that serves rural communities in the Lower Similkameen region, including Keremeos, Cawston, Hedley, and Olalla. We are dedicated to providing inclusive, diverse services that support the well-being and independence of our community members. Our Better at Home program helps seniors remain in their homes and stay connected to their communities by providing light housekeeping services, supporting them to live independently for as long as possible.

#### **Position Overview:**

The Better at Home Multi-Service Workers support seniors with light housekeeping tasks in their homes. The role involves providing essential cleaning services that help our senior clients maintain a safe, clean, living environment and continue to live independently.

You will work directly with seniors, their family members or caregivers, as well as with volunteers and the Better at Home Program Coordinator. The position involves remote work in clients' homes, primarily providing services in Keremeos and surrounding areas, including Cawston, Olalla, and Hedley.

In addition to housekeeping services, there may be opportunities to take on other Multi-Service Worker tasks in our senior housing communities, such as meal services and activities.

#### **Key Responsibilities**

- ❖ Provide light housekeeping services to clients in designated areas of their home, based on a prioritized task list (tasks include dusting, wiping, kitchen & bathroom cleaning, laundry, changing bed sheets, fridge/stove cleaning, dishes, vacuuming, and mopping).
- ❖ Work with the Program Coordinator and clients to establish a mutually agreed-upon schedule (typically 2-hour visits, twice a month), grouping clients into 4-hour shifts within the same geographical area whenever possible.
- ❖ Maintain clear communication with the Program Coordinator and clients regarding schedules and needs.
- ❖ Report any significant incidents or unusual occurrences to the Better at Home Program Coordinator.
- ❖ Adhere to WHMIS protocols, infection control guidelines, and Safety Data Sheets (SDS) while performing housekeeping services.
- ❖ Respect client privacy and preferences while delivering services.

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*The Lower Similkameen Community Services Society acknowledges our presence on and service to the communities of the ancestral, traditional and unceded land of the Sm̓əłqmix People. We recognize, honour, and respect the tm̓x̓w̓úlaʔx̓w̓ (land) upon which we live, learn, and do our work.*

- ❖ Track mileage, supplies, and equipment maintenance needs.
- ❖ Provide referrals to additional LSCSS services as appropriate to support client independence.

**Qualifications & Experience:**

- **Housekeeping & Cleaning Experience:** Prior experience with housekeeping or cleaning, particularly in residential settings.
- **Experience with Seniors:** Experience working with seniors, especially those with dementia or other health challenges, and understanding of person-centered care practices.
- **Physical Ability:** Physically fit and able to perform housekeeping duties, including lifting up to 25 lbs.
- **Communication & Interpersonal Skills:** Strong organizational, communication, listening, and time-management skills; able to relate to seniors and their families with empathy, respect, and understanding.
- **Independence:** Ability to work independently and manage time effectively with minimal supervision.
- **Cultural Awareness & Inclusivity:** Understanding of cultural safety principles and commitment to providing respectful, inclusive service to Indigenous and diverse communities.
- **Working Alone & Safety Preparedness:** Comfortable working independently in clients' homes while following organizational safety protocols.
- **Reliable Transportation:** Valid driver's license and reliable vehicle required for travel to client homes.
- **Criminal Record Check & Vulnerable Sector Search** required prior to employment.
- **Orientation:** Successful completion of Better at Home orientation.

**Preferred Certifications:**

- Building Service or Community Support Worker certification (or equivalent experience in a hospitality setting).
- Current First Aid certification with CPR.
- WHMIS training.
- Cultural safety, Indigenous awareness, or trauma-informed care training is an asset.