

## BACK-UP PROVIDER

### About the Organization

The San Francisco In-Home Supportive Services (IHSS) Public Authority is dedicated to helping older adults and people with disabilities live independently and thrive in the community. We are a small agency with a dedicated staff working to connect Consumers to the services of Home Care Providers and other community partners. Our work is crucial, challenging, and rewarding and each member is critical to our success.

Successful Team Members are driven by:

- A deeply held belief and commitment to diversity, equity and inclusion in our workforce and the persons we serve.
- The understanding that every action we take directly and positively impacts the well-being, safety, and dignity of our consumers.
- A culture of empathy, encouragement, and support in interactions with each other, those receiving our services, and our community partners.

### About the Position

Back-Up Provider Services offers temporary, urgent assistance to IHSS recipients when their regular caregivers are unavailable. This role supports consumers with daily living tasks—including bathing, dressing, meal preparation, mobility assistance, and housekeeping—while ensuring safety, dignity, and comfort. Providers must be dependable, compassionate, and able to respond on short notice. This position offers flexibility, training opportunities, and meaningful community impact.

### Responsibilities:

- Assist with personal hygiene, grooming, feeding, and related health needs.
- Maintain consumer safety and ensure a clean, safe environment.
- Remind or assist consumers with medications for self-administration.
- Communicate effectively with consumers and Public Authority staff.
- Perform physical tasks such as bending, lifting, pushing, pulling, and walking long periods.
- Safely lift and transfer consumers using approved techniques.
- Plan meals, shop for groceries, prepare and serve meals, and clean up.
- Accompany consumers to authorized appointments.
- Arrive to shifts on time with required supplies and safety equipment (supplied by us).
- Maintain accurate availability and communicate updates monthly.
- Possess a working smartphone for calls, texts, and the required timekeeping application.

### Technical Knowledge

- Ability to learn and use the Paychex smartphone application.
- Ability to communicate reliably via phone calls and text (SMS).



**Qualifications**

- 1+ years of professional homecare or hospice experience, or designation as an “experienced” provider on the Public Authority Registry.
- Enrollment and active status as an IHSS Independent Provider.
- Current CPR and First Aid certification.
- Completion of the Annual Skills Assessment.
- Completion of required online training courses within set timeframe.
- Proof of a current TB test, X-ray verification, or annual symptom review letter as required.
- Willingness to work throughout all San Francisco neighborhoods on short notice.
- Ability to lift up to 45 lbs.

**Mandated Reporter** - Every employee complies with Welfare & Institutions Code (W&I) section 15630(a) California law (mandated reporter) requiring them to report known or suspected abuse of dependent adults or elders, immediately by telephone or as soon as practically possible, and by written report with two (2) working days (W&I) section 15630(b).

**Confidentiality** - Every employee protects and secures confidential personal information related to our staff, home care providers, and consumers.

**Equal Opportunity Employment Statement**- The IHSS Public Authority is committed to providing equal employment opportunities to all employees and applicants for employment. The IHSS Public Authority prohibits discrimination and harassment based on the following characteristics: race, color, caste, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic conditions), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, age (40 years and over), sexual orientation, veteran or military status, medical leave or other types of protected leave (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, and any other characteristic protected by state or federal antidiscrimination law covering employment.

**Reasonable Accommodation & Disability** - We strive to make a healthy, productive work environment for all. Reasonable accommodation(s) to qualified individuals with disabilities are available as part of the application and interview processes. If accommodations are needed as part of the application or interview process, or workplace accommodations are needed after a job offer is made, please contact Human Resources at (415) 593-8114.

**Note:** This job description is intended to provide a general overview of the position and may not include all the responsibilities and tasks required for the role.

