**Homemaking-Client Support Provider**

April 2025

# Thank you for your interest in the Homemaking-Client Support Provider position with Missoula Aging Services, a premier employer, in beautiful Missoula, Montana. This is a 35-hour per week position on our In-Home Services Team. The starting wage for this non-exempt position is $20.00 per hour.

**Enjoy having your nights and weekends available to do what you like!** The In-Home Services Team hours are Monday through Friday between 8 AM to 5 PM. Due to business and client need, the Homemaking-Client Support Specialist may need to work an occasional holiday. Use of a personal vehicle and travel within the Missoula community and surrounding area is required (mileage reimbursement included). You must maintain a valid MT driver’s license and vehicle insurance as required by MT state law.

**Instant job satisfaction in knowing your work is making someone’s day better.** Homemaking-Client Support Providers enhance the quality of life for people living in the community by providing house cleaning support in the home, social interaction, reduced sense of isolation, mental stimulation through conversation, and access to local and regional supportive services. This position supports individuals to maintain feelings of independence and self-worth and increase their social contacts and connections in the community. This position primarily works within the clients’ residence but may provide housekeeping services in a facility on a case-by-case basis.

Additionally, candidates shall have:

1. Considerable knowledge of housekeeping services when performing routine cleaning in client homes.
2. Knowledge of safety and infection control protocols of in-home client care.
3. Ideal candidates will have working knowledge and understanding of aging issues and trends, including working with older adults experiencing cognitive impairment and memory issues.
4. General knowledge of principles and processes for providing customer service including techniques for handling difficult customers, active listening and assessing customer satisfaction.
5. Considerable knowledge of principles and practices of in-home care including practical knowledge in the use and application of Instrumental Activities of Daily Living (IADL).
6. Proven skill in coordinating people and processes.
7. Considerable skill in working with diverse groups and individuals, communicating in a respectful manner that recognizes and maintains the dignity of clients and their families and considerable skill in oral communication.
8. Average skill in written communication, scheduling and organizing daily appointments, and use of personal computers (including Microsoft Office Suite and related software programs).
9. Above average conflict management skills and ability to successfully interact with a wide range of individuals and organizations of diverse backgrounds and viewpoints.
10. Ability to provide personal housekeeping/homemaking services to clients served. Ability to work with service agency staff, family members and other individuals involved in the client’s care.
11. Ability to communicate client activity and daily care in MAS system of record to ensure continuity of care and to keep client and family informed.

The preferred knowledge, skills and abilities described below are typically acquired through on the job training gained working in assisted living or long-term care facilities, hospital or a home care agency. Volunteer work may be considered in evaluating work experience.

Qualified candidates must submit an application to be considered. Cover letter and resume preferred.

**For more information or to apply directly:**

Visit the Missoula Aging Services website – <https://missoulaagingservices.org>

* Click on “About Us - Careers” (top of page)
* Click “Application” button (bottom of page)

Submit your resume and cover letter to: [hr@missoulaagingservices.org](mailto:hr@missoulaagingservices.org)

**Benefits Package:**

* Missoula Aging Services is part of Missoula County’s benefits plan, providing excellent health, dental, vision, group life & long-term disability insurance (available first of the month following 60 days after hire).
* Paid Time Off, Holidays & Paid Extended Leave
* Retirement (with matching contributions after one year of service)
* Employee Assistance Program (EAP)
* HSA/Flex
* Wellness Plan
* Flexible Scheduling

Missoula Aging Services is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, pregnancy, disability, age, veteran status, or other characteristics. Please advise us if accommodation is needed to participate in the application or interview process.

**MISSION**

Missoula Aging Services promotes the independence, dignity, and health of older adults and those who care for them.

## **VISION**

Missoula Aging Services is the voice of older adults. We provide programs and services in our communities, empowering people to age with confidence and without fear.

**VALUES**

**To make our mission and vision a reality, we practice the following:**

* In working with each other and the community, we follow our Guiding Principles and core values which are Integrity, Communication, Accountability, Respect and Safety.

**To support our mission:**

* We are person-centered in working with our clients.
* We respect a person’s autonomy within their capacity to remain independent.
* We believe that diversified funding creates a healthy and sustainable organization.
* We recognize the value of services we provide to aging adults, to veterans and to people with disabilities.
* We determine what and when services should be fee for service based on established criteria.
* We listen first. We believe that hearing from the people guides our direction.
* We are respectful in our communication and our behaviors – individually and collectively.
* We recognize that lack of awareness can lead to underserved aging adults.
* We believe that collaborative strategies can result in effective and efficient efforts and partnerships.
* We believe that volunteering provides a positive experience for the volunteers and those we serve.
* We honor and value our volunteers, respect their wisdom, experience, and engagement.
* MAS volunteers and clients are excited, enriched and valued through community service opportunities.

**WELCOME STATEMENT**

Missoula Aging Services is dedicated to creating a workplace where everyone feels valued, supported, and empowered to thrive. We welcome and respect all individuals, fostering a culture that promotes access, opportunity, and a deep sense of belonging. Through ongoing learning and professional development, we strive to cultivate an environment where all staff can contribute their unique perspectives and talents, strengthening our collective impact and advancing our mission.