



Job Description - Personal Care Attendant

About us:

Whimble Care Inc. is an Ottawa-based tech startup shaking up the attendant care space. Based on our lived experience, we feel the current systems in place were not designed to empower clients to live their best lives with dignity and independence. Our goal is to ensure that anyone who needs help can access it **when and where they want**. Similarly, we recognize that caregivers sometimes struggle with scheduling, inconvenient shifts, low wages, and rushed visits.

To resolve these problems on both sides, we are building a community platform that gives the client and the caregiver control. Our ultimate goal is to leverage the gig economy so everyone across Canada can give and get the help they need, when they want: **think like an Uber but for attendant care**. Clients will have on-demand access to assistance, and caregivers will have control of their schedules and opportunities to earn additional income.

To get started on making this long-term vision of a system that works for everyone a reality, we are launching a pilot trial in central Ottawa.

How it will work:

Attendants will act as independent contractors and connect with clients on-demand via Whimble. The Whimble team will centrally coordinate connections, ensuring that client requests are vetted and then immediately distributed to our network of available attendants. Attendants will then be able to decline or accept requests, based on the location and type of service requested. Attendants will be in complete control of their availability with no requirement to pre-schedule their hours in order to be considered for calls.

Example client scenarios look like...

- Needing to stay at work or a social event late, requiring an extra “bio break” out & about
- A regularly-scheduled attendant is unexpectedly unable to cover their morning visit so the client is stuck in bed
- A large/unwieldy package left at the post office for urgent pick up (e.g. medical supplies)
- Client dealing with a powerchair equipment failure, requiring an extra push home safely
- Someone’s pet needs an urgent trip to the vet
- Wardrobe change for a social outing

Please note that we are currently limiting access to clients in central Ottawa to minimize cross-city travel until our supply and demand volumes increase. And, to start, service hours will be 7 am to 11 pm.

About YOU:

- You have experience providing personal care assistance to independent adults with physical disabilities
- You are eager to help shape a new and innovative way of connecting with clients while earning a good wage on your own terms and having some fun along the way.

Key tasks and responsibilities:

You will support independent adults and teenagers with physical disabilities as they deal with any unexpected needs/issues that arise outside of their typical daily routine.

Attendants' main responsibilities will include:

- Assisting with personal care such as bathing, toileting, dressing, oral care, and other hygiene-related tasks
- Assisting with bed and shower chair transfers
- Meal preparation and housekeeping (laundry, cleaning)
- Taking care of errands, assisting with equipment failure, and many other ad hoc tasks that will help clients get on with their day

Qualifications and skills:

Required:

- Good sense of humour and lots of patience
- Strong interpersonal skills and a friendly attitude
- Eagerness to try something new and help shape an innovative tech startup
- Ability to understand and take direction from clients during tasks
- Good working knowledge of verbal and written English
- Familiarity with bathing, bowel and bladder care routines
- Adequate insurance coverage for performing standard tasks expected of a personal care attendant
 - *Please note: if you do not already have this, we can connect you with a broker to obtain a policy within ~1 business day*
- Own transportation (or willingness to travel within central Ottawa on short notice during your available hours)
- Occasional availability between 7 am and 11 pm
- Smart phone with data plan for accessing Slack, Google Maps, and text messages
- Proof of full COVID-19 vaccination

Bonus:

- Experience working with specialized equipment such as Hoyer lifts, ceiling lifts, and other transfer equipment
- Relevant professional training such as a Personal Support Worker certificate or equivalent



Compensation:

For the duration of this pilot trial, Whimble will charge clients \$35/hour, with \$30/hour being paid out to the attendant and \$5 going towards our overhead costs.

Hours worked will be paid out weekly upon receipt of an invoice.

Please note: as an independent contractor, you will be responsible for your own income tax and other source deductions. Again, we can connect you with support on this front if you do not already work independently and would like to get set up as an independent contractor for full-time or supplemental income.

Application process:

- Now:
 - Register your interest at: <https://www.whimble.ca/beta-registration>
 - Submit to hello@whimble.ca your resume + a brief cover letter explaining:
 - why you want to use Whimble's marketplace to connect with clients in need of caregiving; and,
 - how you would add value to the community we are building.
- If your application proceeds past the interview stage, you will need to provide:
 - A minimum of 2 references who can speak to your experience as a caregiver
 - A criminal record-vulnerable sector check via Ottawa Police Services
 - Proof of liability insurance
 - Proof of valid CPR + First Aid training

Please note: by submitting an application to Whimble Care Inc, you are confirming that you are legally eligible to work in Canada.

Questions/comments?

Please contact us at hello@whimble.ca.

