

HOUSEHELP-FINAL YEAR PROJECT

FRONTEND: REACT NATIVE

BACKEND-DATABASE: SUPABASE

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User Profiles for Households and Workers:

Households can create profiles to list their service requirements, including work schedules, preferences, and specific tasks.

Domestic workers can create professional profiles showcasing their skills, experience, certifications, and availability.

Advanced Search and Matching:

Smart algorithms to match households with the most suitable domestic workers based on location, skills, experience, and user ratings.

Filters to search for specific services like cleaning, cooking, babysitting, or gardening.

Booking and Scheduling System:

Easy-to-use booking system for scheduling one-time or recurring services.

Calendar integration for managing work schedules and appointments, with automated reminders for both households and workers.

Option for urgent bookings with premium pricing for last-minute services.

Vetting and Background Checks:

Built-in verification process, including background checks and ID verification for all domestic workers to ensure safety and trust.

Option for households to request additional checks or certifications.

Secure Payment System:

Integrated payment gateway for secure, cashless transactions, with support for multiple payment methods (credit cards, MTN and Airtel mobile money payments, etc.).

Payment scheduling for recurring services, with the option to automatically release payments after service completion.

Ratings and Reviews:

Households can rate and review domestic workers after each service, helping to build trust and transparency in the platform.

Domestic workers can also rate households, ensuring mutual respect and professional relationships.

Real-time Notifications and Communication:

In-app messaging system for households and domestic workers to communicate directly regarding service details, special requests, or changes.

Real-time notifications for booking confirmations, schedule updates, payments, and reviews.

Job Management Dashboard for Workers:

Domestic workers can view and manage all their upcoming jobs in one place, with details on location, duration, and specific instructions.

Option to accept or decline job requests based on availability and preferences.

Service Packages and Pricing Options:

Households can choose from different service packages (e.g., hourly, daily, weekly rates) based on their needs and budget.

Transparent pricing structure with the ability to compare rates from different workers or service providers.

Discounts or subscription plans for regular, long-term services.

Training and Certification Programs:

Access to online courses and certification programs for domestic workers to improve their skills and qualify for higher-paying jobs.

Certifications can be displayed on worker profiles to enhance credibility and trust.

Geo-location and Navigation:

Integrated GPS system to help domestic workers navigate to the household's location with ease.

Geo-fencing to match households with workers in nearby areas for faster response times and lower transportation costs.

Incident Reporting and Support:

Built-in system for households or workers to report incidents or issues related to services.

Access to customer support for conflict resolution, service complaints, or assistance with booking/payment issues.

Multi-language Support:

Support for multiple languages to cater to diverse communities and regions, making the platform accessible to a broader audience.

Worker Welfare and Benefits:

Option for workers to sign up for insurance, healthcare, or savings plans through partnerships with third-party providers.

Integration with local labor laws and regulations to ensure fair wages and working conditions for domestic help.

Analytics and Reporting:

Analytics dashboard for households to track their service history, payments, and worker performance over time.

Reports for workers on job performance, income tracking, and service ratings to help them improve their services and earnings.

Referral and Loyalty Programs:

Referral system for households and workers to invite others to the platform and earn rewards or discounts.

Loyalty programs that offer incentives like discounts or premium services for regular users.