

- Mission:** HavenGroup provides housing and personal care services in Christ-centred communities that protect the sacredness and dignity of older and vulnerable persons in an environment of comfort, purpose, and hope.
- Vision:** HavenGroup will be a choice provider of facilities and services, an employer of excellence that prepares itself for growth to meet changing needs of older and vulnerable persons in Steinbach and area.
- Values:** We value a **POSITIVE CULTURE**...safe community, human sacredness and dignity, and servant leadership.
We value a **COLLABORATIVE TEAM**...respect, honesty, transparent accountability, and ethics within faith distinctives.
We value **EMBRACING IMPROVEMENT**...collaboration, evidenced informed stewardship, and intentional communication.

POSITION DESCRIPTION

POSITION TITLE: Resident Assistant

DEPARTMENT: Nursing

CLASSIFICATION: Resident Assistant

APPROVED BY: Strategic Leadership Team

UNION: N/A

DATE APPROVED: Mar 2022

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Director of Resident Care

POSITIONS SUPERVISED: N/A

POSITION PURPOSE

The Resident Assistant provides care to the residents living in a small household. The goal of the work is to provide residents with assistance, promoting quality of life and dignity. The primary role of this position is to protect, nurture and sustain optimal health of residents by providing assistance with activities of daily living. The responsibilities of the Resident Assistant are providing stimulating activities through DementAbility practices. The Resident Assistant is involved in nutritional support and care in the residents' home including laundry and housekeeping. The Resident Assistant works under the leadership of the nurse within the small household.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Provides holistic personal care to residents ensuring that the residents' daily activities are met as per resident care plans, policy and procedures and DementAbility activities.

- Observes and reports any changes in residents functional and cognitive behavior to the nurse.
- Assists with the admission, transfer and discharge of residents. Ensures that resident rights are maintained and respected, which includes confidentiality.
- Transports (transfers and/or ambulates) residents as required and according to Safe Client Handling Injury Prevention Program (SCHIPP).
- Respects and attends to the emotional, psychosocial, spiritual and cultural beliefs & practices of the residents; encouraging and assisting residents to participate in social, physical, spiritual and recreational activities.
- Respects residents' autonomy based on their capability, allowing them to thrive in making choices about how to spend their time, and maintaining control over their life story.
- Answers residents calls promptly and responds appropriately to residents' requests. Delivers meaningful and efficient care that promotes resident choices, dignity, and acknowledges the resident as a member of the care planning team.
- Assists with resident comfort and safety measures as directed.
- Provides care as directed by the nurse or another qualified team member. This may include, but is not limited to providing skin care, range of motion exercises and positioning.
- Provides residents with nutritional assistance through preparation, serving, and eating. Reports any appetite, fluid or food intake changes or concerns to the nurse.
- Ensures meals and nutritional snacks are prepared and served according to resident specific therapeutic diets, following the therapeutic menu, modified textures, standardized recipes accurately, with proper portion control.
- Encourages resident participation in food service and clean up based on individual ability.
- Maintains sanitation of equipment, tables, carts, utensils and kitchen areas.
- Maintains effective communication and interpersonal relationships with residents, families, support persons and other team members.
- Attends report and meetings with nursing and other health care providers as scheduled or required to discuss progress in identifying and meeting residents' needs.
- Responsible for stocking supplies for residents' home environments through established methods.
- Involves the resident in organizing and maintaining their home environment, ensuring it is done to the residents' wishes and needs.
- Ensures residents' personal items are marked, handled, and stored properly. Processes personal laundry as per resident care plan, policy and procedures. Engages residents in light laundry tasks as an aspect of purposeful activity when appropriate. Removes and changes soiled linens.
- Implements infection control measures and reports any shortages, breakage and malfunction of equipment as per facility process.
- Maintains a clean, safe, homelike environment for residents and staff. Ensures care equipment and supplies are used and stored in safe and efficient manners.
- Uses resources effectively to deliver care.

Professional Development and Research

- Identifies learning and development needs through self-assessment, peer feedback, and trends in current practice.
- Pursues opportunities to maintain, develop and enhance individual knowledge, skills, and abilities.
- Recognizes own level of competency and seeks appropriate direction or assistance.
- Applies best practice and uses an evidence-based approach as directed by nursing, other health care providers, and management.

Continuous Quality Improvement, Risk Management and Safety

- Contributes to continuous quality improvement with active participation in team meetings and working groups.
- Participates in required reviews (e.g. Personal Care Home Standards reviews) and other quality assurance initiatives (e.g. Accreditation).
- Actively participates in identifying equipment and resource materials required by residents and/or the facility.
- All DementiAbility activities are carried out in a manner which promotes resident safety, dignity, recognition of resident rights, acknowledging spiritual and cultural beliefs, diversity, resident values family and natural supports.
- Adheres to WHMIS Guidelines, Workplace Safety and Health Regulations and Infection Control Guidelines. Ensures familiarity with the applicable facility fire and disaster plans, and participates in drills.
- Demonstrates proper use of body mechanics, techniques for lifting and transferring residents and the safe use of equipment as outlined by SCHIPP, and follows cleaning and maintenance schedules.
- Demonstrates proper use of non-clinical equipment including safe chemical use associated with the equipment.
- Organizes and prioritizes work according to residents needs, resident care plans, workflows and assigned tasks.
- Exercises initiative in carrying out tasks and demonstrates sound judgment and time management skills.
- Uses critical thinking skills to guide decision-making with scope of responsibility.
- Maintains confidentiality of resident information at all times.
- Contributes to making the organization safe for residents, staff, volunteers and visitors and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Performs other duties as assigned.

RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

PERFORMANCE MEASUREMENTS

1. Achievement of essential functions and basic duties as outlined above.
 2. Using DementiAbility methods, meets resident goals for quality care and life enrichment.
 3. Develops meaningful relationships among residents and staff.
 4. Maintains clean and safe environment for residents within their home.
 5. Maintains performance that contributes to a respectful workplace, HavenGroup mission, vision, and values, policies and procedures.
 6. Meeting expectations as outlined within bi-annual performance discussion.
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QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Grade XII education required
- Health Care Aide Certification from recognized program
- Foundation to Therapeutic Recreation
- Certified Food Handler Certificate
- DementiAbility education, or willing to obtain

SKILLS/COMPETENCIES:

- Demonstrated compassionate, empathetic, and nurturing personality.
- Demonstrated ability and desire to care for the older adult population.
- Demonstrated ability to communicate to the residents, their families, and staff in a friendly and professional manner.
- Demonstrated ability to work independently as well as with others.
- Demonstrated ability to establish and maintain positive working relationships.
- Demonstrated ability to problem solve within the responsibilities of the position.
- Demonstrated ability to work under specified time constraints and in accordance with routines, while observing policies and procedures.
- Demonstrated flexibility in adjusting to a changing environment.
- Demonstrated flexibility to facilitate changes in techniques and procedures.
- Knowledge and understanding of Basic Computer Skills including Outlook/Email, and ability to adapt easily to online training programs.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Records Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.

- Demonstrated conflict resolution skills.

EXPERIENCE REQUIRED:

- A minimum of one year recent relevant experience preferred
 - Experience working with an older adult population.
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WORK CONDITIONS:

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - May be required to work days, evenings or nights.
 - Must be able to work under stress and time constraints.
 - May be exposed to infectious diseases, blood and body fluids, toxic materials, noise, allergens, physical and emotional stress.
 - May encounter aggressive, confused, delusional, irrational, uncooperative and/or agitated residents.
 - Must be able to travel to meetings (on-site and off-site).
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PHYSICAL DEMANDS:

- Must be in good physical and mental health and able to sit, stand, or walk for extended periods of time without resting; bend, stretch, twist and reach out.
 - Must be able to use hands to handle, control, or feel objects, tools or controls.
 - Must be able to hear and understand the speech of another person.
 - Must be able to speak clearly so listeners can understand.
 - Must be capable of moving and repositioning residents.
 - Must be able to use muscles to lift, push, pull or carry heavy objects of up to 30 lbs.
 - Must have good visual acuity.
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SALARY SCALE:

As per HavenGroup Housing approved wage scales

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.