

Resident Attendant

Department:	Assisted Living
Reports to:	Wellness Navigator
Works with:	All Staff
Subordinates:	None
Position Summary:	Resident Attendant, cleaning/laundry/security duties.
Performance:	Must understand and perform concierge, institutional cleaning, laundry and security procedures, in a safe, professional, courteous, efficient and organized manner. Is responsible for performing nursing assistance duties within the competency of their education and transfer of function procedures as directed by the Wellness Navigator. Responds to resident emergencies and summons 911 help. Is qualified to provide resident care services on an emergent and scheduled basis
Confidentiality:	Maintains the confidentiality of information relating to residents, families, colleagues, and the operation of the Residence.
Drivers License:	Not required
Other:	1. Must be free from communicable diseases. 2. Criminal Record check. 3. Must have current Emergency First Aid
Changes:	This job description is subject to change by management without notice.

Experience/Qualifications:

1. **Care Aide certificate and experience in a residential/independent living setting**
2. Eco-green cleaning experience
3. Basic telephone skills.
4. Basic security procedures.
5. Knowledge of computers
6. Calm and organized manner
7. Ability to work independently with minimal supervision

Education:

1. Must be able to read, write and comfortably communicate in English.
2. Must successfully complete any pre employment testing when required.
3. Must have current first aid certificate and a Care Aide designation
4. Completion of Building Services Worker Program desired.
5. Successful completion of recognized WHMIS program..
6. Must have Medication Administration for Assisted Living certificate

Personal Characteristics:

1. Must be able to anticipate problems and use sound judgment and tact in handling resident matters, screening telephone calls and visitors.
2. Empathy for and an understanding of the needs of seniors, their families and the professionals engaged in their care
3. Must be able to perform physical work, i.e. lifting, bending etc.
4. Must have a professional, welcoming and positive attitude.
5. Good Health

Duties:

1. Concierge duties:
 - Receiving incoming telephone calls and responds accordingly.
 - Responding to emergency calls from residents and calling 911 if required.
 - Greeting and screening visitors.
2. Resident Attendant duties:
 - Provides scheduled services according to individualized service plans
 - Performs Care Aide duties within competency of their education
 - Performs transfer of functions as directed by the Wellness Navigator
 - Provides emergency services for residents and calls 911 for assistance
 - Maintains records of Resident progress and services performed reporting changes in resident condition to Wellness Navigator.
 - Supports infection control practices
 - Provides medication monitoring and administration
3. Cleaning /laundry
 - Using the appropriate equipment; cleans the floors, furniture, fixtures and equipment in the washrooms, and all other common areas as required.
 - Garbage removal.
 - Laundry
4. Security
 - Checks all monitors and door alarm systems to ensure building is secure
 - Contacts link for direct personal emergency alarm support to ensure there is direct link for personal security
5. Communicating
 - List all unusual occurrences in the communication log book and ensure they are communicated to the day staff
 - Deliver residents' newspapers
4. Emergency Situations
 - Responds immediately to resident emergencies and calls 911 for assistance
 - Responds appropriately to all fire alarms and building malfunctions such as floods, power outages and contacts Building Service Manager
 - Contacts manager on –call for assistance when building or residents are suspected of being in danger
4. Any other duties as assigned by Management.