



## POSITION DESCRIPTION

**Position Title:** Resident Assistant  
**Department:** Long Term Care  
**Classification:** Resident Aide  
**Union:** CUPE Community Support  
**Approved by:** Regional Lead – Community & Continuing Care  
**Date approved:** October 18, 2024

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### REPORTING RELATIONSHIPS

**Position reports to:** Manager, Health Services – Long Term Care Administration (or designate)  
**Positions supervised:** None

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### POSITION PURPOSE

Under the leadership and direction of the Registered Nurse, Licensed Practical Nurse, or Registered Psychiatric Nurse as team leaders, the Resident Assistant provides care to the residents living in a small home environment within Personal Care Homes.

The Resident Assistant assists with activities of daily living and meets other resident needs as required to protect, sustain optimal health and nurture residents. The Resident Assistant focuses on promoting dignity and quality of life for residents within the personal care home which would include nutrition, participation in stimulating activities and care for the residents' environment like laundry, and housekeeping.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

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

#### **Provides Supportive Care to Residents:**

- Provides resident centered, holistic personal care, ensuring that the residents' daily activities are met as per resident care plans, policy and procedures and daily living plans.
- Respects and attends to the emotional, psychosocial, spiritual and cultural beliefs & practices of the residents; delivers recreational activities within the resident home 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.
- Promotes optimal resident independence and quality of life.

#### **Provides or Assists with Personal Care:**

- Ensures active choices are offered wherever possible and respects the right of the resident to direct care.
- Assists residents with personal care as identified on the individualized care plan. Possible tasks include but are not limited to skin care, assisting with dressing, hygiene, bathing, shaving, mouth care, perineal care, hair care, range of motion exercises, and positioning.
- Assists with ambulation, transfer and positioning, including the use of mobility aids, mechanical lifts or other equipment according to the Safe Client Handling Injury Prevention Program (SCHIPP) and as outlined within the resident care plan.
- Answers resident calls promptly and responds appropriately to resident requests.
- Assists with the admission, transfer and discharge of residents.
- Assists with resident comfort and safety measures as directed including end of life care.
- Provides care to dementia care clients utilizing the Dementia Care principles.
- 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.
- Assists with feeding as identified on the care plan.
- Assists resident in toileting, including use of bedpans, urinals and commodes.
- Assists with urinary catheter care, including emptying and changing urinary drainage bags.
- Assists with emptying and changing ostomy drainage bags.

#### **Prevents the Spread of Communicable Disease:**

- Follows communicable disease protocol for universal precautions for handling blood and body fluids.
- Complies with communicable disease control in the performance of duties and infection control practices, including the use of appropriate/recommended personal protective equipment (PPE), and maintaining hand hygiene according to guidelines and education.

#### **Care of the Small House Environment:**

- Maintains a clean, safe, homelike environment for residents and staff.

- Removes and changes soiled linens in the house.
- Ensures care equipment and supplies are used and stored in safe and efficient manner.
- Reports any shortages, breakage or malfunction of equipment as per facility process.
- Maintains sanitation of equipment, tables, carts, utensils and kitchen areas.
- 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.
- Encourages resident participation in food service and clean up based on individual ability and when appropriate.
- Involves the resident in organizing and maintaining their home environment, ensuring it is done to the residents' wishes and needs.
- Responsible for stocking supplies for resident's home environments through established methods.

**Maintains Accountability and Contributes to Positive Working Atmosphere:**

- Maintains effective communication and interpersonal relationships with residents, families, natural supports and other team members.
- Observes and reports significant resident changes and needs to nursing supervisor (i.e. Skin breakdown)
- Attends report and meetings with nursing and other health care providers as scheduled or needed to discuss needs, and progress in identifying and meeting resident needs.
- Provides care based on one's skills and competency to perform.
- 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.
- Participates in the orientation of new employees.
- Participates in the clinical experience for students as requested.
- Contributes to continuous quality improvement with active participation in team meetings and working groups.
- Completes audits as assigned.
- 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 activities are carried out in a manner, which promotes resident independence, safety, dignity, recognition of resident rights, acknowledging spiritual and cultural beliefs, diversity, resident values, family and natural supports.
- Ensures familiarity with the applicable facility fire and disaster plans, and participates in drills.
- Demonstrates proper use of non-clinical equipment including safe, facility approved, disinfectant use associated with the equipment.
- Organizes and prioritizes work according to resident 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 within scope of responsibility.
- Maintains confidentiality of resident information at all times.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- 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. Meeting 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, Southern Health-Santé Sud mission, vision, core values policies and procedures.
6. Meeting expectations as outlined within Bi-annual performance discussion.

## **QUALIFICATIONS**

Education/Certification:

- Grade XII education required
- Health Care Aide Certificate from recognized program
- Certified Food Handler Certificate or willing to obtain

Knowledge required:

- Knowledge of Confidentiality/Privacy requirements following The Personal Health Information Act (PHIA) and Freedom of Information and Protection of Privacy Act (FIPPA) legislation.
- Knowledge of Workplace safety requirements following Workplace Hazardous Materials Information System (WHIMS).
- Knowledge of Violence Prevention Program (VPP) training and processes.
- Knowledge of SCHIPP training and processes.

#### Experience required:

- One to two (1-2) years' experience working in a health care setting preferred
- One to two (1-2) years' experience preferably caring for elderly or disabled clients preferred.

#### Skills/Competencies/Conditions of employment:

- 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 organize and prioritize assigned workload.
- Demonstrated ability to perform as a team member and seek assistance as needed.
- Demonstrated effective verbal and written communication skills.
- Demonstrated ability to read, write, speak and understand English.
- Demonstrated ability to interact well with others.
- Demonstrated ability and willingness to work in stressful environments that may include aggressive/ or reactive individuals.
- 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.
- Knowledge and understanding of basic computer skills including email (Outlook), 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
- Proficiency of both official languages is essential for target and designated bilingual positions
- 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 Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate
- All Health Care Workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000

#### **WORK CONDITIONS**

- No hazardous or significantly unpleasant conditions

- May work occasionally evenings and weekends as necessary
- Will be required to travel to other regional facilities as the position duties may require

## **SALARY SCALE**

As per CUPE Community Support Collective Agreement

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*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.*