

<b>Job Title:</b>	<b>Resident Support Aide (RSA)</b>
<b>Location:</b>	<b>GTA, Peel and Ottawa Homes</b>
<b>Reporting Relationship:</b>	<b>Director of Nursing and Personal Care</b>
<b>Wage Rate</b>	<b>\$17/hour</b>

### **Complexity and Scope of the Position**

Reports to the Director of Nursing or such designate and Personal Care Registered Staff in charge of the shift and is responsible for providing **non-care related support** to residents and to the long-term Care (LTC) Home's Care team. Assists in maintaining a safe and secure environment for residents, visitors and other staff members by providing comfort and companionship to promote well-being of each resident. All duties are performed in the best interest of the residents and their families, and in accordance with LTC home's vision, mission and values statements.

### **Key Activities**

The Resident Support Aide acts under the direction of the care team to

- 1. Provide routine tasks that support residents with their daily activities, including :**
  - Assisting at meal times and during nutritional breaks by helping with set up, delivery and service to residents in the dining room, in their rooms or in activity areas
  - Guiding residents to and from their rooms and throughout the home to activities and to promote a positive resident experience
  - Supporting residents in managing their personal belongings and organizing their personal laundry, choosing clothing and assisting the resident as requested
  - Assisting residents with devices (cell phones/tablets) to enable residents to communicate with their families and friends
- 2. Provide residents with comfort and sense of purpose, including**
  - Greeting residents, families and visitors in a positive and supportive manner requesting if they need assistance of any kind
  - Assisting the care team in facilitating and monitoring visitors
  - Providing companionship to residents while reflecting the preferences of the resident
  - Helping residents to keep their personal belongings and environment safe, clean and tidy and making beds
- 3. Communicates with and supports the care team by:**
  - Checking equipment and restocking unit supplies, and reporting issues to the supervisor
  - Assisting, as appropriate, with team members who are transferring or positioning residents
  - Completing assigned clerical tasks
  - Assisting in set up of resident activities and programs
  - Participating in care team meetings as appropriate

**Leadership:**

- N/A

**Budget & Financial:**

- N/A

**Marketing & Occupancy:**

- Effectively communicates and interacts with residents, family members, visitors, staff and volunteers in a courteous and professional manner.

**Regulatory Compliance:**

- Conducts duties in accordance with policies and procedures of host LTC Home and employer, and government regulations, laws, and policies
- Understands and follows all health and safety policies and procedures
- Works safely to reduce the risk of injury to self, other staff members, and residents
- Promptly reports all actual or potential hazardous situations or injuries to immediate supervisor
- Participates in health and safety, and Infection Prevention and Control training as required
- Maintains confidentiality of residents' personal information
- Good understanding of infection control practices

**Operational & Administrative Systems:**

- Participates in care team conferences
- Attends in-service education sessions, staff meetings, and workshops as directed
- Identifies and documents building/equipment breakdowns in maintenance log.
- Follows all requirements in the *Long Term Care Homes Act* and regulations under the Act
- Communicates with supervisor problem related to resident care and safety

**Other:**

- Performs other related duties as required.

**Qualifications:**

**Experience:**

- Prior experience in health care not required

**Education:**

- Successful completion of two years of secondary school (minimum grade 10)
- Must have completed RSA online training program
- Must complete online health system and LTC sector orientation modules

## Resident Support Aide Job Description 30/10/20

- Must complete in-house training before commencing duties

### Skills & Abilities:

- Must have good judgement and interpersonal skills
- Must be able to observe residents and any behavioural changes that may require to call for care assistance
- Must be sensitive and empathetic to the needs of the residents
- Must be able to communicate effectively with residents, visitor, and others

### Special Requirements:

- Work requires constant standing and walking, some bending, twisting and lifting
- Work is performed indoors in well-lit ventilated rooms
- May be exposed to communicable disease
- Must be prepared to respond to emergency situations
- Vulnerable Sector Check required
- Ability/availability to work evenings/weekends

### Preferences

- Preference will be given to those with previous history in working with seniors or people with disabilities
- Preference will be given to those with special interest/education in health care related field

### Direct Reports:

- N/A