

# Registered Health Care Assistant



## Position Overview

Under the direction of the Administrator/Designate, the Resident Care Aide (RCA) is responsible for providing personal care services to the residents of Heritage House Assisted Living residence in accordance with the organization's values, vision/mission, and strategic direction. These values focus on respect, family and community, and teamwork along with the *Benchmark L.I.F.E. Standard™*.

**L**iving a full and satisfying life to the extent possible, promoting  
**I**ndependence, individual worth and respecting the choice of each resident  
**F**amily and community that is supported remains strong, and  
**E**nhancing and enriching the quality of life for our residents and staff.

All staff are encouraged to attend as many regular scheduled staff meetings as possible in support of teamwork, improved communication and the ongoing pursuit of excellence.

## Qualifications

- Minimum of Grade 10 or equivalent;
- Successful completion of recognized Care Course such as Long-Term Care, Palliative Care, Resident Care Aide or similar.
- Must be registered with the BC Care Aide & Community Health Workers Registry.
- Current CPR & First Aid certification.
- Previous experience in an institutional, assisted living, or extended care environment.
- A professional and positive role model for all care staff.
- Solid knowledge of how to use a Resident Service Plan, and implement same.
- Must be in good physical condition.
- An aptitude towards detail.
- Good planning and organizational skills.
- Ability to develop and maintain harmonious relationships with all levels of personnel and residents.
- Motivational skills.
- Ability to work independently with minimal supervision.
- Ability to communicate well in written and oral English.
- Ability to demonstrate tact, diplomacy, empathy, patience when working with staff and residents.
- Must be neat and clean in appearance and can adhere to dress code standards.
- Must be multi-task oriented.
- Ability to adhere to the philosophy, mission statement and policy & procedures of Benchmark Lifestyles Inc./ Heritage House.
- Must be familiar with and implement the *Benchmark L.I.F.E. Standard™* of service philosophy.
- Must be able to successfully pass a criminal record check.

## Key Activity Summary

The Resident Care Aide is an integral part of the service team at Heritage House, supporting the provision of a quality living environment for our residents and will:

- Be responsible to provide personal care services and other delegated duties to the residents of Heritage House Assisted Living Residence; assist with activities that support the physical, emotional, social, spiritual and cognitive needs of our residents.
- Will assist residents with activities of daily living including hygiene, toileting, dressing/undressing, skin care, medications, incontinence care and mobilization;
- Be familiar with and knowledgeable of Resident Service plans and demonstrate the ability to follow through and implement same. This includes but is not limited to, medication supervision, personal care, additional resident housekeeping duties, tray service, etc.
- Ensure all forms and charts are completed accurately regarding all resident care at the end of each shift; that any pertinent information regarding resident care is relayed to care staff by way of the Transition Report Binder.
- Ensure that the highest level of quality and consistent care is provided to the residents.
- Be familiar with all resident dietary needs including, but not limited to; food allergies, specialized diets, and any special diets required because of religious beliefs.
- Assist the dietary staff in the dining room during meal times as required.
- Be familiar with all additional janitorial duties and tasks as outlined in the Care Staff Task Schedule and to complete same.
- Ensure that you have read and are familiar with all care plans, communication book entries and memos, as well as the daily duty task list prior to each shift.
- Demonstrate ability to understand and implement the oneMAR electronic medication system in use at Heritage House.
- Assume phone duties and minimal front desk duties as required during weekend and evening hours when office staff is absent.
- Ensure all forms and charts are completed accurately regarding all resident's care at the end of each shift.
- Be responsible to fill relief shifts as needed (in all departments) in the event an employee calls in sick, etc. in the absence of office personnel.
- Be responsible to stay on shift for as long as needed until the relief shift is filled.

- Ensure punctuality re arrival time at work.
- Be familiar with new resident issues, daily changes and any other pertinent information to ensure proper care of the residents and the efficient operation of Heritage House Assisted Living Residence.
- Be familiar with and have knowledge of all Fire and emergency Procedures.
- Be familiar with who is entering the building at all times as the security of Heritage House is the responsibility of the staff on duty.
- Respond promptly to all resident emergency calls and/or assist staff with resident emergency calls.
- Adhere to the dress code as per the Policies & Procedures of Benchmark Lifestyles Inc./Heritage House.
- Read the Policy & Procedure Manual at time of hire and to keep up-dated with any changes that are made from time to time.
- Read and be familiar with the Resident Handbook.
- Ensure that a copy of the Employee Manual has been received and read.
- Be familiar and efficient with operating all equipment pertinent to the duties which have been outlined as above, this includes but is not limited to, operating of the washers and dryers in both the main laundry room and the Resident laundry rooms, operation of the phone and security system, operating dietary equipment such as dishwasher, coffee machine, etc. medical equipment operations, oneMAR electronic medication system, etc.
- Participate in staff/departmental meetings. Be willing to share observations, ideas, and experiences to meet the needs of all residents.
- Participate in quality improvement initiatives and in-service education workshops.
- Accept other related duties may be required from time to time as assigned and directed by the Administrator/Designate.

The Resident Care Aide will demonstrate personal attributes consistent with the following:

- Maintains strict confidentiality in performance of duties.
- Shows respect to others.
- Demonstrates honesty and integrity.
- Has a strong work ethic.
- Shows cultural awareness and sensitivity.
- Supports teamwork, and is flexible.