



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
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Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U04120	Long Term Care Resident Care Coordinator	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Long Term Care	Manager of Continuing Care	Woodland Manor

PURPOSE OF THE POSITION

The Resident Care Coordinator (RCC) in collaboration with the Manager of Continuing Care is responsible for the development, organization, implementation, monitoring and evaluation of the provision of a broad spectrum of nursing and other health and social services programs for the residents in Long Term Care, (LTC). The incumbent is responsible for the assessment and coordination of resident care in keeping with best practices for LTC and the nursing philosophy and standards of the NWTRNA and coordination of high quality care and safety of residents in LTC. The incumbent uses the nursing process within the framework of the standards of nursing practice, the NWT Continuing Care Standards, other program standards, and the Hay River Health and Social Services Authority policies and procedures to facilitate residents receiving optimum care, achieving maximum independence, providing a secure, comfortable, home-like environment. The RCC works normal working hours, Monday to Friday.

SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care

and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

The RCC is responsible for planning, developing, monitoring and evaluating the overall day-to-day operations in LTC.

The RCC acts as a resident advocate and facilitates communication between the resident, guardian, family and other members of the health care team. This will result in a holistic approach to planning; organizing, teaching and relationship development that will best meet the resident's needs.

RESPONSIBILITIES:

- 1. Coordinates and supervises the delivery of nursing care to the residents in LTC in accordance with established standards, policies and procedures to support day to day and end of life care.**

Main Activities:

- Develops and maintains care assignments;
- Assists the Manager in planning, developing, evaluating and implementing changes to resident care delivery and staffing;
- Provides coaching and leadership to the LTC nursing team, students, volunteers and other members of the health care team;
- Responsible for the ongoing monitoring and audits of the LTC programming;
- Provides direct nursing care, when needed, in accordance with the HRHSSA policies, procedures and processes;
- Provides supervision and direction to LTC nursing staff;
- Assesses a resident's condition, interpreting signs and symptoms and where applicable initiates health measures in consultation with a Nurse Practitioner or Physician;
- Ensures orders are correctly processed, recorded and followed through according to established policies with all staff;
- Maintains and monitors approved standards of practice to ensure that regular and special procedures are performed in a safe and competent manner;
- Ensures compliance with relevant legislation, standards, and policies;
- Fosters a professional practice environment;
- Assists in maintaining a physical and psychosocial environment which meets the needs of the residents;
- Performs phlebotomy for the Continuing Care residents;

- Liaison with dietary personnel to ensure resident meals and snacks are appropriate.

2. Supports and encourages a coordinated team approach in the delivery of quality care to all residents in accordance to the HRHSSA policies and practices.

Main Activities:

- Chairs the Multidisciplinary team and organizes and facilitates monthly meetings and conferences;
- Assists in the coordination of recreational programming;
- Reviews any areas of medical concern with the assigned health care practitioner during weekly rounds and as needed;
- Maintains good interpersonal and public relations with other departments and outside organizations;
- Promotes and enables family and resident involvement in care;
- Participates on internal and external committees, i.e. Continuing Care Pharmacy Committee, Pastoral Care Committee, LTC Policy Committee, Accreditation Committee, Infection Control Committee;
- Interfaces with other departments or external agencies to solve operational problems and to improve operating efficiency through sharing of resources and tasks;
- Maintains communication with residents and families/guardians explains the plan of care and ensures that their concerns are addressed and resolved;
- Promotes a positive team environment.

3. The RCC maintains resident records in accordance with the HRHSSA policies and procedures and NISS standards, to ensure that the resident's current health status is communicated to the multidisciplinary team.

Main Activities:

- Complete medication sheets, doctor's orders and pharmacy orders;
- Respect confidentiality of residents and thus contributing to resident's privacy;
- Collecting data regarding the resident's physical and psychosocial status at the time of admission and during their stay and until discharge or death;
- Analyzing and interpreting data based on knowledge physical and behavioral sciences to formulate nursing diagnosis;
- Develops and maintains up to date individual resident care plans through interdisciplinary care conferences and care planning;
- Maintains current advanced directives for all residents;
- Coordinates health practitioner rounds and maintains records;
- Safety and risk assessments and screening on admission and as required;

- Functional assessments—head to toe assessments for mobility, skin integrity, hydration, pain management, falls risk, depression scale and cognitive functioning.

4. The RCC performs administrative and other general duties to ensure completion of activities in the department.

Main Activities:

- Monitors staff performance and ensures competencies are met;
- Identifies need for and initiates performance management plans in collaboration with the Manager of Continuing Care;
- Participates in assisting and guiding nursing staff to develop short and long term career goals;
- Provides feedback on performance of staff to the Manager;
- Identifies and makes recommendations for training/skill enhancement;
- Participates in staff orientation and ad-hoc training initiatives in consultation with training specialists;
- Participates in the hiring process when requested;
- Monitors, approves and authorizes overtime in the absence of the Manager;
- Assists in the collection and analyzing of departmental statistics and preparing reports;
- Assists in ensuring the Quality and Risk Management programs for the department are maintained;
- Reviews incidents of unusual nature with the Manager;
- Coordinates transfers and local and out of town appointments for residents;
- Demonstrate knowledge of fire and disaster plans;
- Ensures all equipment is in good working order and necessary resources and supplies are available;
- Exercise effective cost control in use of equipment and supplies;
- Assist the Manager and LTC Policy Committee in the development and review of LTC Policies, Procedures and Processes;
- Other related duties as required.

Position Role in Client & Staff Safety:

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

Environmental Conditions

The RCC works in a healthcare setting. The incumbent is at risk for infectious disease as a result of direct exposure to clients/residents, bio-hazardous waste, human waste and sharp disposal. Slippery wet floors also pose a hazard.

The RCC is occasionally involved in volatile situations that require subduing and restraining residents. The RCC may be at risk for injury when assisting in resident care during emergency situations

Medium intensity 75%

Sensory Demands

The nature of the work demands long periods of concentration, accompanied by frequent interruptions and reassessment of present status. Their assessment skills are vital, use of all senses to observe residents, staff and their environment.

High intensity 75%

Mental Demands

The environment is dynamic and constantly changing, therefore, the incumbent has limited control over their work pace. The incumbent could be submitted to physical and/or verbal abuse. The incumbent is exposed to death/dying and other emotional disturbing experiences. Dealing with dementia residents and their associated behaviour challenges on a daily basis. The RCC is expected to remain calm, controlled and professional, regardless of the situation and demonstrate care and compassion to resident, family and other members of the health care team.

High Intensity 75%

CERTIFICATION

Position Number:

<hr/> <p>Employee Signature</p> <hr/>	<hr/> <p>Supervisor Title</p> <hr/>
<hr/> <p>Printed Name</p> <hr/>	<hr/> <p>Supervisor Signature</p> <hr/>
<hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Director/Chief Executive Officer Signature Date</p> <hr/> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.

May 2016—education requirements updated

June 2016 – scope

July 2019 - requirement change from RN to LPN