



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River
37911 MacKenzie Highway | 37911 route Mackenzie
Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

Job Description

IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U03141, CA1641	Resident Care Aide - Continuing Care	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Continuing Care-Long Term Care and Supportive Living Services	SLS Program Supervisor	Supportive Living Campus, Woodland Manor and WLM Expansion

PURPOSE OF THE POSITION

The Resident Care Aide – Continuing Care (RCA) is a member of the client care team, who provides personalized care for residents by assisting with activities of daily living (ADL) ensuring safety and comfort, maintaining hygiene and by treating all residents with respect and compassion. The incumbent acts as a resident advocate and facilitates communication between the resident, family and other health care professionals to meet their physical, psychosocial, spiritual, cultural and educational needs.

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 Náyđı Kúé. 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; 23 Long Term Care beds and 2 respite bed; Supportive Living Campus, a Territorial campus providing 11 permanent beds and 1 respite bed; 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.

This position provides services to the Long Term Care Department which includes 23 permanent residents and 2 respite clients at Woodland Manor and the 11 bed Supportive Living Campus. Under the direction of the SLS Program Supervisor, Manager of Continuing Care, Resident Care Coordinator (RCC), and/or Licensed Practical Nurse (LPN), the incumbent provides basic care to the residents in the Continuing Care programs. The RCA provides care to residents who are stable and require low to moderate care. These services include geriatric, palliative, respite or convalescence. The delivery of services has a direct impact on the quality of life and satisfaction for the residents and their families.

RESPONSIBILITIES

- 1. Under the direction of the SLS Program Supervisor, Manager of Continuing Care, RCC, and/or LPN, the RCA provides basic care to residents and their families in accordance with HRHSSA policies and procedures, to aid in the residents' recovery, to achieve their maximum independence, provide a secure, comfortable home-like environment and support the resident in a peaceful death.**

Main Activities:

- Is aware of the Care Plan developed by the interdisciplinary team members, as communicated verbally and through written documentation
- Assists residents in activities of daily living, personal hygiene, and toileting regimes.
- Assist residents with physical and occupational activities that include range-of-motion exercises, bed transfers, lifting, walking, as directed by the Rehabilitation Team.
- Maintain a safe, clean and orderly environment for residents.
- Assure adequate supplies are assembled in designated areas.
- Assist Activity Coordinator/Day Program Facilitator with activities for residents as time permits.
- Lift and transfer with the use of good body mechanics.
- Respect the resident's individuality as a person and with cultural differences.
- Encouraging and assisting residents in housekeeping, laundry and food preparation at SLS.
- Assisting with or administering medication as scheduled and in the manner prescribed in the service plan at SLS;
- Monitoring residents for any reaction or side effect from medications and bringing symptoms to the attention of the SLS-LPN/RCC.

- 2. Under the direction of the SLS Program Supervisor, Manager of Continuing Care, RCC, and/or LPN, the RCA will provide care to residents to enhance the recovery period and to support the end of life in accordance with HRHSSA policies and procedures.**

Main Activities:

- Support residents to maintain independence and to meet their care needs according to individual care plans.

- Observes and appropriately communicates clients' responses to care to the Supervisor/RCC/LPN, including signs, symptoms, and changed circumstances that fall outside the parameters defined in the Care Plan.
- Measure vital signs, pain, height and weight.
- Apply routine splints and orthotic devices.
- Support care activities such as ostomy care, respiratory and catheter care, specimen collection, wound care and suctioning.
- Responds appropriately to clients' behaviours, within the limits of their knowledge and abilities.
- Recognizes challenges related to vision, hearing, speech, language and cognition and adapts care to minimize these challenges while promoting residents' health and independence
- Uses equipment and supplies according to established standards, procedures and policies.
- Accompany residents to services at other facilities.

3. The RCA maintains resident records in accordance with the policies and procedures to ensure that the residents' current health status is communicated to the health care team.

Main Activities:

- Share information in a safe, ethical and respectful manner based on the needs of the resident.
- Supports the development of individualized Care Plans and implements the Care Plan within the limits of their knowledge, experience and capacity.
- Assists in the coordination of residents' documentation.
- Appropriately documents observations and the care provided on the health care record in a timely manner.
- Participates in planning care for individual residents.
- Participates in team conferences.
- Participates in staff meetings.
- Report any problems or hazards to the SLS Program Supervisor and/or Manager of Continuing Care.

4. Contributes, as a team member, to the mental, psychological and social well-being of residents.

Main Activities:

- Carrying out all duties with residents in a manner which provides companionship and stimulation;
- Accompanying residents on walks, shopping, to clinics or physician's offices as assigned;
- Encouraging residents to participate, and fully participating in, planned social, recreational and community activities, as well as cultural and spirituality activities in accordance with the background and beliefs of the resident;
- Building and promoting positive relationships with residents, community clients, guardians, families, and community support staff and to the HRHSSA staff involved in providing services to the residents.

- Participates in staff development and committees.
- Assists with meal preparation and service (preparation, serving, feeding, and post-meal clean up)
- Laundry duties
- Housekeeping duties in accordance with Infection Control Standards
- Other related duties as assigned

5. Participates, as a team member, to ensure a safe environment for residents.

Main Activities:

- Following the safety procedures as outlined in the HRHSSA Policy Manual, Infection Control Manual and Emergency Measures Manual;
- Following the procedures and participating in the Workplace Hazardous Management Information System and Quality and Risk Management Programs;
- Ensuring supervision and safety needs of the resident are met while in their home environment or in the community;
- Recommending changes to procedures to promote a safe environment.
- Remaining current in the field of personal care by reading current literature;
- Attending and participating in scheduled conferences and in-service training events.

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.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

Commitment to Client Centered Care

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

Criminal Record Check

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

KNOWLEDGE, SKILLS AND ABILITIES

- Good communication skills both written and oral;
- Demonstrated interest in the elderly and infirm;
- Initiative to seek advice and guidance from supervisor or more skilled staff.
- Ability to communicate to people in cross-cultural setting;
- Knowledge of and the ability to apply CPR;
- Good physical and mental health;
- Ability to use judgement in dealing with difficult situations;
- Knowledge of Infection Control, Food Handling and Canada's Food Guide;
- Ability to work independently and as a member of a team;
- Class 5 driver's license and a willingness to transport residents in HRHSSA vehicles.
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

This level of knowledge is normally acquired through completion on Grade 12 and successful completion of a minimum 20 week certificate/diploma in Personal Support Work or Health Care Aide from an Accredited Canadian post-secondary institution. 2 years of experience in a Long Term Care environment is preferred. Successful completion of the following within 6 months of employment and remaining current as per the department policy: Non Violent Crisis Intervention, First Aid/CPR, HRHSSA Medication Administration Training, Occupational Health and Safety training, Fire Safety training, Supportive Pathways and Mental Health First Aide.

WHMIS, Handwashing, and Back Injury Prevention training with annual recertification is required. Other mandatory training may be required by HRHSSA.

WORKING CONDITIONS

Physical Demands

The RCA is required to bend, lift, pull, push and stand for long periods. Transferring residents in and out of beds to wheelchairs, tubs, etc. and standing for long periods feeding or delivering patient care. All of these activities are done in moderate intensity for the length of his/her shifts. These activities can lead to back, neck and extremity strain and injury.

The RCA is required to work in limited and restrictive space like the resident's washroom. This awkward bending or twisting promotes poor body mechanics and can lead to injury.

Environmental Conditions

Exposure to human waste.

The RCA is at risk for injury while transporting residents (confused, or cognitively impaired) and can be exposed to volatile situations as a front-line worker.

Sensory Demands

All senses must be acutely aware in observing residents and their environment.

Mental Demands

The environment is dynamic and constantly changing. Therefore, the incumbent has no control over their work pace.

A constant disruption of work schedules, create mental and/or emotional fatigue.

The incumbent could be subjected to physical and/or verbal abuse.

Being exposed daily to emotionally disturbing experiences and at times a turnover of staff can lead to mental and/or emotional fatigue and stress.

Being exposed to death/dying and other unpredictable situations.

Family members can be demanding and lack understanding of the limits to care in a facility, causing stress for incumbents - occasionally - some control.

CERTIFICATION

Position Number:

<hr/> Employee Signature <hr/> Printed Name <hr/> Date I certify that I have read and understand the responsibilities assigned to this position.	<hr/> Supervisor Title <hr/> Supervisor Signature <hr/> Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
--	---

<hr/> Director/Chief Executive Officer Signature	<hr/> Date
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

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.

- July 2013- education changes
- January 2017—reporting changes
- July 2018 – logo, scope, site, commitment statement, editorial
- July 2020 – updated education requirements, editorial updates
- March 2022 – NVCI & Náyđı Kúé location update