



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>	
<b>U05141</b>	<b>Resident Service Coordinator</b>	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
<b>Supportive Living Services</b>	<b>SLS Program Supervisor</b>	<b>Supportive Living Services Campus</b>

### PURPOSE OF THE POSITION

The purpose of the Resident Service Coordinator is to facilitate a broad spectrum of activities to the residents at Supportive Living Services (SLS), to teach life lessons, facilitate the learning of new behaviors to enhance resident/clients lives, to fulfill goals and achieve increased independence. The Resident Service Coordinator is a member of the client care team who provides a range of therapeutic programs and services, primarily to residents on the Supportive Living Services campus and clients in the community with cognitive disabilities. The Resident Service Coordinator is responsible for assessing, planning, organizing, implementing and evaluating the overall day programming, community inclusion opportunities and facilitation of life skills training through a client-centered multi-disciplinary approach. As a result of the assessment process, the incumbent is responsible for recreation, social programs and services that are designed to contribute to the physical, emotional, cognitive, social and spiritual needs of the individual residents and clients.

### 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.

This program is comprised of 3 supportive living residences and a Day Program building. Under the direction of the SLS Program Supervisor the incumbent develops and facilitates programs that provide the physical, social and emotional support residents require to be as independent as possible in both the home environment and the community. The delivery of services has a direct impact on the quality of life and satisfaction for the residents and clients of Supportive Living Services and their families.

The Resident Service Coordinator works with community-based agencies in promoting activities and advocating for services to meet the needs of the residents at SLS and the community members associated with the program. The incumbent is also involved with individuals who are physically and mentally challenged with the goal of involving them in a range of community-based activities. The position promotes community awareness and volunteer involvement in the program.

## **RESPONSIBILITIES**

- 1. Promote overall quality of life for the resident/clients by planning and delivering programs and services as a member of the client care team.**

### ***Main Activities:***

- Participates in a multi-disciplinary treatment approach and plans a goal-orientated program pertaining to each individual's needs;
- Coordinates Annual Service Plan interviews with residents, clients and other stakeholders;
- Develops Annual Service Plans and their evaluation for each resident and client;
- Facilitates opportunities for residents to reach goals identified on their ASP;
- Coordinates staff members' task assignments to ensure ASP goals are incorporated to resident daily living;
- Ensures required information is gathered and recorded regarding an individual's history, likes/dislikes, personal goal/challenges, etc.;
- Plans and implements resident, family and volunteer education programs;
- Acts as a link between the HRHSSA and the Council for Disabilities pertaining to educational opportunities and work placements;
- Advocates for disability programs and services both within the HRHSSA and the community;
- Establishes a trusting relationship in a non-threatening environment recognizing the cultural, skill level, social development and ethnic origin of each individual;
- Respects the confidentiality of all written and verbal communications pertaining to the residents/clients and their actions.

**2. Plans and implements individual and group programs in order to maximize the psycho-social function of each participant as part of a multi-disciplinary team.**

***Main Activities:***

- Develops a therapeutic recreation care plan that includes needs assessment, planning, intervention, participation, and evaluation of expected outcomes with individual and group programs;
- Gathers baseline information from family, staff and community stakeholders in order to identify concerns, initial plans, progress and courses of action in collaboration with the care team;
- Plans, implements and manages determined programs addressing the team's treatment goals for each individual;
- Collaborates and coordinates services with the multi-disciplinary team including the SLS Program Supervisor, Resident Care Coordinator, Personal Outcome Support Workers, Rehabilitation Therapists and Assistants, residents and their families/guardians;
- Facilitates a home-like environment that encourages an optimal level of social and emotional independence;
- Facilitates and creates a personalized environment for each individual;
- Assist in the development of individual goals and life plans in collaboration with the multidisciplinary team, residents and their guardians/families;
- Participates in staff meetings and case conferences for resident management, and educational services;
- Seeks opportunities to develop skills and knowledge through informal educational activities, e.g., special projects, participating in various committees both within the HRHSSA and externally;
- Teaches skills required by residents/clients to participate in a broad spectrum of activities;
- Modifying activities to accommodate the skill levels and social development of individual residents/clients;
- Coaching POSWs to promote and provide recreational and social programming;
- Provides feedback on staff performance to the Supervisor, as requested;
- Identifying resident/client needs and desires through monthly meetings, satisfaction surveys, etc;
- Facilitates the resident newsletters;
- Acts as a liaison between staff and residents/clients, and manages the ongoing concerns of Residents' Council.

**3. Evaluates the effectiveness of planned activities in accordance with expected outcomes to ensure individual residents/clients needs are met.**

***Main Activities***

- Acts as a leader to POSWs to coordinate daily activities and ensure that resident Annual Service Plans are incorporated into daily living;
- Coordinates volunteers, community clients, community stakeholders and service providers;
- Carries out coordination responsibilities in accordance with the organization's policies, NWT Continuing Care Standards, and applicable laws;

- Manages the collection and statistical analysis of the workload measurement system, program attendance and one-to-one interventions and utilize this information to improve services;
- Documents all pertinent information pertaining to resident/client activity and behavior;
- Maintains monthly records regarding the participation and the performance of the residents/clients.

**4. Manages the department floats, resident funds/allowances and implements fund-raising and volunteer activities for the Department.**

***Main Activities:***

- Ensures the inventory of supplies/equipment is current and updated regularly;
- Arranges all sales produced by programs;
- Maintains records from all fundraising activities;
- Provides supervised educational work placements for students;
- Organizing and coordinating volunteers for program activities;
- Utilizes the services of volunteer groups, individuals and/or families according to the needs of the individuals and the programs;
- In collaboration with the SLS Program Supervisor, POSWs, residents and their trustees develops individual budgets for all residents;
- Manages the department resident float;
- Maintains accurate records of receipts for all expenditures of individual funds on behalf of the residents and of the Day Program;
- Yearly review to ensure resident's tax returns are completed by their trustees or local tax firms;
- Oversees and operates within the resident's personal budgets and ensure proper handling and security of the resident's funds;
- Completes vital statistic forms as needed and ensures all personal documentation is updated as required, (i.e. health cards, treaty cards);
- Completion of Income Support forms with residents and/or their guardians as required;
- Promotes awareness of activities to the residents and members of the community, i.e. newsletters, calendars.

**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;
- Attending and participating in scheduled conferences, and in-service training events.

## **6. Ensures residents/clients are kept informed.**

### **Main Activities:**

- Identifying what information is of interest to the residents/clients;
- Encouraging residents/clients to contribute to the newsletter;
- Making schedule arrangements with activity leaders/presentation groups;
- Printing and circulating finished product;
- Monitoring, evaluating and soliciting feedback from the residents/clients and other readers;
- Making schedule arrangements with activity presenters.

### **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.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Supportive Living Programs and an understanding of life plans and goals setting.
- Excellent communication skills to effectively interact with the clients/residents, family, care team and the community.
- Ability to develop a network of resources within and outside the organization.
- Ability to motivate and guide residents/clients to participate in activities while being sensitive to cultural diversity.
- Ability to work independently with minimal supervision as well as part of a multi-disciplinary team.
- Knowledge of appropriate recreation and social activities for residents/clients.
- Ability to create innovative programs/activities that meet and challenge the needs of the residents/clients.
- Working knowledge of financial record keeping.
- Adequate computer skills in the areas of word processing and the ability to create posters.
- Possess a valid NWT driver's license
- Enthusiasm and a positive attitude.
- Ability to perform personal care when necessary
- Skill in defusing tense and sometimes dangerous situations

- Skill in time management
- Demonstrated leadership experience
- High degree of observing and facilitating skills
- Skill in creating a climate where residents/clients will be motivated to participate
- Knowledge of body mechanics and proper lifting techniques are required to safely support residents in daily living activities

This level of knowledge is normally acquired by completing a recognized Recreation Therapy diploma. Other therapeutic degrees, diplomas and certificates will be considered. 5 years experience working within a group home setting, together with formal Leadership training is mandatory. Equivalent combination of training and relevant experience may be considered. Back Injury Prevention training, Handwashing and WHIMIS, Fire Safety Training with recertification as required. Occupational Health and Safety and Food Safety. Standard First Aide/CPR, Non Violent Crisis Intervention, Mental Health First Aide, Supportive Pathways, Positive Behaviour Supports with regular updates are required, when available..

## **WORKING CONDITIONS**

### **Physical Demands**

Physical lifting of supplies and boxing that may be greater than 5 lbs. (Medium intensity, 2 hr/day)

Possibility of injury such as falls while working from differing heights. (Low intensity, 2 hour/day)

### **Environmental Conditions**

The incumbent is exposed to threat for safety/security due to the potential risk of their clients'/residents' behaviour of acting out. i.e. verbal and physical abuse. (High intensity, exposed to the risk daily)

Exposed to animals during Pet Therapy program. (Low intensity, 1 day/month)

### **Sensory Demands**

The incumbent requires use of hearing, sight and touch in order to accurately and on an ongoing basis assess the appropriateness of clients at differing cognitive and physical levels participating in the offered activity. (Low intensity, da

### **Mental Demands**

The incumbent is exposed to emotionally disturbing experiences from residents/clients that can be verbally and/or physically abusive. (High intensity, exposed to the risk daily)

Dealing with residents/clients who may be resistant or unable to participate in planned activities may result in frustration and mental fatigue. (Medium intensity, exposed daily)


Dealing with language and cultural differences that could cause confrontational situations. (Low Intensity, exposed daily)

Meeting ongoing demands of the cognitively disabled resident/clients and their special needs. (Mod intensity, daily basis)

### CERTIFICATION

Position Number: U05141

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

 _____ Director/Chief Executive Officer Signature	08 October 2021 _____ 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 requirements
- April 2014—content and editorial changes
- September 2016-editorial changes
- February 2018—Knowledge skills and Abilities
- January 2019—Reporting to change, minor editorial changes
- September 2021- Educational requirements, content and editorial changes