



# Job Description

**Position Title:** Care Support Assistant

**Department:** Long Term Care, Grey Gables, Lee Manor, Rockwood Terrace

**Reports To:** PSW Coordinator/ Department Manager

## Purpose

The Care Support Assistant reports to the department manager/charge nurse on duty and will assist in the provision of activities of daily living, dining services, comfort and companionship, housekeeping and laundry services as assigned.

As a valued member of the team, the Care Support Assistant demonstrates a commitment to resident safety by providing quality care and support in accordance with the organization's Colour It philosophy, vision and mission.

## Responsibilities

- Provide day to day care and support to each individual resident to offer a warm, safe environment for each resident, ensuring their comfort and welfare needs are met;
- Bed making, tidy resident suite and put personal laundry away, organize closets,
- Assist residents to prepare and transport to meals, leisure, activation and home events and promote a positive resident experience;
- Acts as a resident companion as directed; provides comfort and support and companionship to residents; do one to one activities; crafts, music, assist in the Colour It Connect program
- Assist with resident dining and practices safe food handling techniques throughout all aspects of food service;
- Assists with table/tray preparation, serving of beverages and accompaniments, and serving of food; Maintains a safe and clean environment for residents utilizing cleaning practices & infection control principles i.e. disinfects surfaces, dusting, and sweeping;
- Completes laundry and housekeeping duties as directed, including, but not limited to, restocking shelves and transporting personal laundry to and from the

- laundry to the resident's room, assist with labelling resident personals
- Maintains and uses all equipment in a safe manner and reports any problems to the supervisor;
- Participates in admission orientation and the transfer process of residents as directed;
- Communicates with supervisor about problems related to resident care and/or safety;
- Notifies the supervisor of any team members/resident incidents and completes documentation as required;
- Greet all visitors in a positive and supportive manner requesting if they need assistance of any kind;
- Deals tactfully and courteously with residents, residents' families and reports any concerns / complaints to the supervisor;
- Will act as the second care provider in lifts and transfers, including the use of mechanical devices;
- Perform other duties as required; i.e. screening and nourishment cart

### ***Occupational Health & Safety***

- Advises supervisor or designate immediately of all staff incidents that may result in an Occupational Accident Claim, any concerns with the physical plant, incidents or injuries and completes required reports;
- Follows all health and safety policies and procedures. Work safely to reduce the risk of injury to self, co-workers and residents;
- Wears personal protective equipment as designated;
- Maintains a clean, safe environment for residents utilizing infection control principles;
- Maintains a sound working knowledge of their roles and responsibilities during all emergency situations when working different shifts.
- Contributes to the development of recommendations for corrective action.

### ***Family & Resident Relations***

- Contributes to positive customer service with residents and families in day to day work;
- Deals tactfully and courteously with residents, resident's family, visitors and staff in a positive manner.

### ***Ministry of Health Compliance***

- Contributes to the implementation of processes and systems to ensure compliance to all standards on an ongoing basis.

## Working Conditions

- Modern facility, temperature controlled, smoke free environment
- Hours of work include scheduled shifts and call-ins, and may include day, evening, weekdays and weekend shifts. There is a requirement to work statutory holidays;
- Required to meet deadlines;
- Work is in a home-like medical care area and requires interaction with residents and their families. The workplace is fast paced, with frequent disruptions and distractions, while meeting preset deadlines. Must be flexible to changing needs of the residents, staff and operational issues, as they are presented.

## Identified Hazards

- Potential exposure to bodily fluids through regular Resident contact;
- Some stress resulting from dealing with Resident care needs, behaviours and time pressures;
- Exposure to unexpected behaviours of Residents (i.e. yelling, swinging of arms, aggressive behaviours, etc.)
- Exposure to Occupational Diseases of Residents (i.e. Influenza)

## Contacts

### *Internal Working Relationships*

Leadership team, front line staff, residents

### *External Working Relationships*

Families, Contract Service Providers

## Knowledge and Skill

- High school diploma
- Experience working with seniors is preferred
- Ability to work independently and/ or as a member of a team
- Ability to model the Colour It philosophy in communicating with residents, families, and visitors.
- Sensitive and empathetic to the needs of the residents
- Proof of COVID-19 Immunization or proof of valid Medical Exemption

## Impact of Error

Errors may lead to ineffective performance and may result in injury to self, others and residents.