

# Job Description

**Position Title:** Resident Care Coordinator

**Department:** Long Term Care - Grey Gables

**Reports To:** Director of Care

## Purpose

The Resident Care Coordinator provides front-line leadership and accountability for coordination of care. The Resident Care Coordinator is responsible to the Director of Care for the overall quality improvement of resident care. The position is responsible for planning, directing, and coordinating non-clinical resident care necessary for the daily management of all Resident Home areas. The Coordinator monitors the quality outcomes as it relates to the care of the residents.

The Resident Care Coordinator is required to perform their duties in a manner consistent with the Colour It Your Way promise to ensure safe and resident centred care.

## Responsibilities

Implicit in this role is the responsibility for managing and participating in the day-to-day provision of resident centred care by leading and supporting personal support workers and care support assistants. The Resident Care Coordinator is responsible to apply leadership and management skills to identify and solve problems.

- Contributes to operational strategic plans for the effective operation of the nursing department;
- Participates in an effective quality and risk management system to ensure legislative regulations and standards are met;
- Effectively participates in conferences with the interdisciplinary team providing care to the residents as assigned
- Models and fosters an environment of positive customer service in all aspects of care;
- Assists with responding promptly to concerns of residents and family members, mediating a satisfactory response to concerns and implements action plans to avoid reoccurrence of similar issues;
- Promotes an effective move in process and experience.
- Assists in the development, monitoring and evaluation of staffing patterns and work schedules;

- Models and fosters positive team relationships and positive communication with community partners and service providers working with the home;
- Assist with orientation of new team members and as assigned conduct in-service education with team members;
- Liaise with other disciplines to ensure Resident-Centred Care, for all residents; models interdisciplinary communications and teamwork for all team members;
- Ensure completion and analysis of monthly audits and indicators and identify corrective action;
- Conduct or assist with investigations of team member work related accidents and assist with completion of incident reports and appropriate follow-up with team members as applicable;
- Ensure there is on-going communication with families on issues pertaining to non-clinical matters;
- Assist with the evaluation of all non-clinical resident programs and services for relevance, quality and effectiveness as assigned;
- Identify potential liability issues and takes action to minimize risks;
- Serve on committees as designated by the Director of Care;
- Monitor and evaluate performance of team members and contribute feedback to supervisors for performance management purposes;
- Identify team member learning needs and makes recommendations for appropriate education;
- Work with team members to ensure they are adhering to safety & IPC policies and procedures when supervising;
- Know and interpret MOHLTC regulations and standards;
- Support clinical instructor(s) and students in the home;
- Perform other associated duties and tasks as may be assigned from time to time.

## Working Conditions

Usual hours of work 37.5 hours per week, with some overtime for peak periods. Works in an accessible manner with frequent disruptions and distractions from residents, family members, visitors and employee that require assistance and information. May include evenings, nights and weekends as needed to support employee and residents.

## Contacts

### *Internal Working Relationships*

Internal working relations with the Leadership Team, Employees, Residents, Medical Director and attending physicians.

## *External Working Relationships*

External working relations with Resident Families and Representatives, Ministry of Long Term Care, Public Health, Contract Service Providers, Post-Secondary Institutions.

## Knowledge and Skill

- A Regulated Health Professional (RHP) under the Regulated Health Professionals Act (RHPA) with a current certificate of competence from the college is required
- College diploma in a related field; Registered Practical Nurse preferred.
- A minimum of two years' experience in Long Term Care or equivalent;
- P.I.E.C.E.S, Crisis Prevention Intervention (CPI), Gentle Persuasive approaches (GPA), Montessori Methods (Dementiability), Teepa Snow, or other related training is preferred and considered an asset;
- Certificates in Gerontology and Mental Health are an asset;
- Demonstrated experience in working as part of an interdisciplinary team;
- Demonstrated excellent leadership and communications skills;
- Demonstrated skills and advanced knowledge of gerontology;
- A passion for improving the lived experience of persons living with responsive behaviours
- Knowledge of quality improvement processes
- Proficiency with utilizing Microsoft Office Suite;
- Knowledge of MLTC regulations and familiarity with the funding process and the funding indicators is an asset;

## Impact of Error

Improper coordination of policies, programs and service delivery may result in significant negative consequences to the well-being and quality of residential life.

The lack of compliance to relevant Acts and Policies may lead to the citing of unmet standards resulting in a loss of public trust.

Administrative delays or poor communication of information for the Home could result in inefficient operations, ineffective use of employees and the lack of information required in making the best decisions.