

Las Ventanas

Position Description

POSITION TITLE:	Resident Assistant “Best Friends”	DEPARTMENT:	The Grove
FLSA:	Non-exempt	SUPERVISOR:	The Grove Program Manager
SUPERVISES:	Not applicable	Revised:	November 2015

POSITION SUMMARY

Under general supervision, actively incorporates “The Best Friends Model” and Las Ventanas’ Philosophy for Memory Support and the CARF/CCAC Dementia Care Standards into the daily rhythm of life of residents with dementia. Develops awareness of residents’ interests and needs and assists residents to maximize their independence and participation. Works on a one-on-one basis with residents with dementia as a “Best Friend” providing direct resident care and assist in residents’ activities of daily living and scheduled Memory Support Program activities. Utilizes a positive, can-do attitude. Duties and assignments may be adjusted at the discretion of the Memory Support Director. Provides effective customer service skills meeting the standards and culture expectations of the ABHOW Advantage program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. This list is not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

- Presents and maintains a positive customer service focus when interacting with residents, Vendors, visitors, vendors and team members;
- Engages in the “treatment” philosophy of the Grove as written in the “Best Friends Approach to Alzheimer’s Care” defined as loving care, involvement in activity programming and one-on-one engagement, establishing relationships, knowing and using resident life stories, effective communication and a positive, can-do attitude toward challenging behaviors.
- Actively engages residents in participation in daily activities which are part of resident’s rhythm of daily life.
- Uses staff and resident Life Stories as a tool when providing care, communicating with residents and their families, cueing, participating in activities and when dealing with challenging resident behaviors;
- Participates with residents in formal and informal activities, including kind words, a smile, or a compliment to help the residents feel safe, secure, and valued;
- Treats residents with dementia as adults, with dignity and respect;
- Supports resident participation in all activities related to food and meal preferences and maintains relationships with dietary staff. Encourages participation of residents in preparing food, setting tables, serving meals, eating, clearing tables and straighten dining room after meals;
- Encourages participation of residents in straightening rooms, bed making and cleaning activities consistent with residents’ past life routines. Cooperates with housekeeping staff and provides assistance with upkeep of Memory Support Program Common Areas and resident rooms;
- Communicates with resident family members in a respectful and caring manner and provides accurate information regarding residents’ rhythm of daily life;
- Participates with residents as they complete specific tasks related to personal hygiene, bathing, dressing, assisting in ambulating, grooming, and responding to emotional needs, giving the residents as much say in their care as possible;

- Accurately reports unusual symptoms and problems of residents to supervisor;
- Monitors the emergency call system for emergency calls and responds appropriately;
- Documents on resident care plans;
- Assists with emergencies and with safety instruction for residents such as fire drills, etc.;
- Answers telephones and assists visitors;
- Must be proficient in the use of a computer for input of resident information;
- Conducts work tasks safely and in compliance with the safety program;
- Provides effective and courteous service to all residents, family members, guests and co-workers; is clear in communication and handles conflict appropriately;
- Attends and actively participates in in-service training workshops and meetings as scheduled; incorporates training received into daily work;
- Promotes and protects the rights of each resident;
- Performs other related work as required.

Customer Service/Quality Care

- Display behavior that produces good customer service to all people with whom interactions occur.
- Build productive relationships with colleagues and residents.
- Engage in conversation to understand the conditions of satisfaction of job duties:
 - Identify shared understanding of desired outcomes;
 - Initiate regular conversation to ensure outcomes are met.
- Keep current knowledge and required certifications for quality care and services mandated by federal and state law, and other regulating agencies.

Teamwork and Communication

- Participate in team activities, meetings and practices.
- Actively build productive relationships with others.
- Practice “conversations for action” to understand and meet internal and external customer conditions of satisfaction This includes but is not limited to:
 - Identifying key customers and department interdependencies and setting up regular conversations that build strong partnerships and actions toward a shared outcome.
 - Conducting regular meetings with staff, colleagues and customers that address actions, concerns, possibilities, and planning.
- Display ability and willingness to contribute to team by communicating effectively and consistently; follows team rules and procedures; participates in team decision making and problem solving; and offers new ideas and suggestions to maximize team performance; take part in team and company meetings.

General and Organizational

- Display behavior that supports the ABHOW mission, vision, values, and policies.
- Consistently perform position responsibilities in a professional and ethical manner.
- Pursue job-related professional development.
- Monitor own work performance and adjust; seek help as needed to fulfill job duties.
- Understand and enthusiastically adhere to company, community and department programs, policies and procedures.
- Understand and adhere to federal and state laws governing employee and resident rights.
- Protect confidential information of employees, residents and vendors.
- Conduct work tasks safely and according to the facility safety program.
- Show eagerness and flexibility completing other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education –

High School diploma or equivalent, vocational/technical training specific to care of elderly with dementia

Experience/Training –

Prefer 1 year experience working with elderly requiring memory support, or any equivalent combination of training and experience which provides the required skills, knowledge and abilities. Must be proficient in the use of a computer for input of resident information;

Certificates, Licenses, Registrations

CPR and First Aid certification required

Knowledge, Skills and Abilities:

Knowledge of:

- The policies, procedures, methods and practices the facility including those of the Memory Support Program, including the “Best Friends Approach to Alzheimer’s Care”;
- The infectious disease control policies;
- Personal hygiene and cleaning procedures and the use of cleaning materials;
- Record keeping duties regarding residents that must be performed.

Workstyle Characteristics:

- Integrity – honest and ethical.
- Cooperative – pleasant with others, good-natured, and cooperative.
- Dependable – reliable and responsible, fulfilling duties.
- Attention to Detail – careful about detail and thorough in completing work tasks.
- Concern for Others – sensitive to other’s needs and feelings; helpful and understanding.
- Adaptable/Flexible – open to change (positive or negative) and to variety in the workplace.
- Stress Tolerance – accepts criticism and deals calmly and effectively with stress situations.
- Independent – develops own way of doing; guides self with little or no supervision; depends on self to complete tasks.
- Initiative – willingness to take on challenges and responsibility.
- Leadership – willingness to lead, take charge, and offer opinions and direction.
- Achievement/Effort – establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
- Analytical thinking – analyzing information and using logic to address work-related issues and problems.

Judgment and Reasoning Ability:

- Ability to apply principles of rational systems.
- Ability to use judgment and respond calmly in stressful situations.

Language Ability and Interpersonal Communication:

- Ability to understand and correctly use various information resources and documents including daily resident charts, bath and laundry charts, and other reports and records;
- Ability to prepare correspondence, resident records, incident reports, daily reports, and other job related documents, using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to explain ideas, in writing and orally, so others easily understand.
- Ability to communicate effectively and hospitably, both orally and in writing.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to recognize when something is wrong or is likely to go wrong.
- Ability to interact with residents as a “Best Friend,” utilizing humor, friendship, kind words, compliments, and understanding to help residents feel safe, secure, and valued;
- Ability to utilize a positive, can-do attitude;
- Ability to learn and use residents’ life stories, including likes and dislikes, traditions, values, and biography;
- Ability to record and deliver information, to explain procedures, maintain confidentiality of restricted information, and to follow instructions;
- Ability to understand medical terminology and language.
- Ability to communicate effectively with residents and families, supervisors, coworkers, students, staff, employees in the food services and housekeeping departments and the general public verbally and in writing.

Mathematical Ability:

- Ability to add, subtract, multiply and divide and calculate decimals, ratio and proportion, discount, interest, profit and loss, percentage, commission, markup and fractions; and determine time, weight, and measures.

ENVIRONMENTAL ADAPTABILITY

- Ability to work effectively in an office environment.
- Ability to work effectively in a health care facility environment, sometimes with exposure to outdoor environments.
- Understands and actively contributes to ABHOW’s Philosophy of Person Directed Care while promoting individual growth and potential within a culture of Successful Aging.
- Possible exposure to unpleasant odors
- Possible exposure to chemicals as identified in the MSDS Manual
- Continuous exposure to residents who are ill, confused, irritable and irrational

PHYSICAL REQUIREMENTS

The physical demands described below are representative of those that must be met by an individual to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to use and interpret various resident care equipment and tools including wheelchairs, walkers, etc.;
- Must be physically able to exert a small amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects;
- Must be able to lift and/or carry weights of patients in positioning and transporting them.

The following frequency key denotes the frequency that each activity is performed daily.

Frequency Key:

- N = Never**
- S = Seldom (less than .5 hour per day)**
- O = Occasionally (.5 to 3 hours per day)**
- F = Frequently (3 to 6 hours per day)**
- C = Continuously (more than 6 hours per day)**

IV. Physical Demands			
A-1. Postures/ Movements: During ESSENTIAL Functions			
	Freq.	Duration	Tasks
Sitting	O	minutes	Documentation; charting; observation; meetings.
Walking	C	Up to 15 minutes	Room to room; hallways; assisting or escorting residents to the bathroom, dining hall or activities
Standing	O	5-60 minutes	Residents vital signs; observation; transferring or positioning a resident; cleaning, grooming, bathing resident
Kneeling	S	1-2 minutes	Tying shoes, fixing sock or stockings
Crawling	S	< 1 minutes	Retrieving a fallen items under the bed
Bending	S	2 – 10 minutes	Assisting a resident
Stooping	S	5 seconds-2 minutes	Assisting a resident
Squatting	N	N/A	N/A
Running	N-S	< 1 minute	Responding to an emergency
Jumping	N	N/A	N/A
Climbing	O	5 minute	Stairs from one floor to the next
Balancing	N	N/A	N/A
Lying Down	N	N/A	N/A
Twist at Waist	C	5 minutes	Working around a resident
Walk on Uneven Ground	N-S	5 minutes	Sidewalks; dirt
Operate Foot Controls	S	Seconds	Open trash chute
Reach- Above Shoulder	S	Seconds	Supplies; items out of resident closet
Reach-At/Below Shoulder	F	2 seconds-5 minutes	Assisting a resident; transferring a resident; assisting with grooming, bathing, clothe; picking up items; gather supplies.

Neck Extension (up)	S	Seconds	Items from closet; supplies; observation.
Neck Flexion (down)	O	Seconds-2 minutes	Vital signs; charting; assisting residents.
Neck Rotation (turning)	O	2 seconds – 5 minutes	Observation; supervision; assisting residents
Comments:			

IV. Physical Demands (Continued)

A-2. Postures/ Movements: During NON-ESSENTIAL Functions

	Freq.	Duration	Tasks
Sitting	N/A	N/A	N/A
Walking	N/A	N/A	N/A
Standing	N/A	N/A	N/A
Kneeling	N/A	N/A	N/A
Crawling	N/A	N/A	N/A
Bending	N/A	N/A	N/A
Stooping	N/A	N/A	N/A
Squatting	N/A	N/A	N/A
Running	N/A	N/A	N/A
Jumping	N/A	N/A	N/A
Climbing	N/A	N/A	N/A
Balancing	N/A	N/A	N/A
Lying Down	N/A	N/A	N/A
Twist at Waist	N/A	N/A	N/A
Walk on Uneven Ground	N/A	N/A	N/A
Operate Foot Controls	N/A	N/A	N/A
Reach- Above Shoulder	N/A	N/A	N/A
Reach-At/Below Shoulder	N/A	N/A	N/A
Neck Extension (up)	N/A	N/A	N/A
Neck Flexion (down)	N/A	N/A	N/A
Neck Rotation (turning)	N/A	N/A	N/A
Comments:			

B-1. Lifting: During ESSENTIAL Functions

* Indicates with assistance

Weight in Pounds	Below Waist	Waist/ Chest	Above Shoulder	Examples of Objects Lifted
Up to 10	O	F	S	Resident clothing; supplies; food items; charts; trash; linen
11-25	S	O	S	Trash; patient extremity; supplies
26-50	S	S	N	Resident
51-75	S	S	N	Resident
76-100	S*	S*	N	Resident*
Over 100	S*	S*	N	Resident*
Comments: Coworkers assist as necessary depending on weight of residents and residents' ability to assist. If considered a two man assist requests assistance; use gate belt as necessary				
Heaviest item lifted alone by Employee: Resident				Weight: 75 Pounds

B-2. Lifting: During NON-ESSENTIAL Functions				* Indicates with assistance
<u>Weight in Pounds</u>	<u>Below Waist</u>	<u>Waist/ Chest</u>	<u>Above Shoulder</u>	Examples of Objects Lifted
Up to 10	N/A	N/A	N/A	N/A
11-25	N/A	N/A	N/A	N/A
26-50	N/A	N/A	N/A	N/A
51-75	N/A	N/A	N/A	N/A
76-100	N/A	N/A	N/A	N/A
Over 100	N/A	N/A	N/A	N/A
Heaviest item lifted alone by Employee: --				Weight: -- Pounds

IV. Physical Demands (Continued)			
C-1. Carrying: During ESSENTIAL Functions			* Indicates with assistance
Pounds	Freq.	Distance	Examples of Objects Carried
<i>Up to 10</i>	F	10-50 ft.	Resident clothing; supplies; food items; charts; trash; linen
11-25	S	10-25 ft.	Trash; supplies
26-50	N	N/A	N/A
51-75	N	N/A	N/A
76-100	N	N/A	N/A
Over 100	N	N/A	N/A
Comments:			
Heaviest item carried alone:		Trash	Weight: 25 Pounds Distance 25 ft.

C-2. Carrying: During NON-ESSENTIAL Functions			* Indicates with assistance
Pounds	Freq.	Distance	Examples of Objects Carried
<i>Up to 10</i>	N/A	N/A	N/A
11-25	N/A	N/A	N/A
26-50	N/A	N/A	N/A
51-75	N/A	N/A	N/A
76-100	N/A	N/A	N/A
Over 100	N/A	N/A	N/A
Comments:			
Heaviest item carried alone:		--	Weight: -- Pounds Distance --

V. Hand Activities					
1. During Essential	Frequency			Duration: The time an activity is performed at one time.	
	Right	Left	Either	Duration	Examples During ESSENTIAL Functions:
Fine Manipulation	--	--	F	Seconds-10 minutes	Writing; typing; buttons on clothes, zippers; switches; taking vitals; call buttons; clearing caller button; television controls
Keyboard	O	O	--	Up to 30 minutes	Computer/documentation
Simple Grasp	O	O	--	Seconds-2 minutes	Linen; clothing; supplies; trays; containers; feeding; trash; positioning residents; resident extremities; maneuvering residents in wheelchairs; carts
Power Grasp	S	S	--	Seconds-2 minutes	Resident extremity; power chair controller; transferring or positioning residents; box of supplies
Pushing/ Pulling	O	O	--	Seconds-5 minutes	Transferring or positioning residents; wheelchairs; residents; commodes; walkers; chairs; scales; med carts; snack carts
Driving/ Steering	N	N	N	N/A	N/A
Comments:					

2. During Non-Essential	Frequency			Duration: The time an activity is performed at one time.	
	Right	Left	Either	Duration	Examples During NON-ESSENTIAL Functions:
Fine Manipulation	N/A	N/A	N/A	N/A	N/A
Keyboard	N/A	N/A	N/A	N/A	N/A
Simple Grasp	N/A	N/A	N/A	N/A	N/A
Power Grasp	N/A	N/A	N/A	N/A	N/A
Pushing/ Pulling	N/A	N/A	N/A	N/A	N/A
Driving/ Steering	N/A	N/A	N/A	N/A	N/A
Comments:					

VI. Mental and Psychological Demands			ESSENTIAL	NON-ESS
Basic Work Abilities:	1	Comprehend and follow verbal and written instructions.	F	N/A
	2	Maintain the established work pace.	C	N/A
	3	Adhere to established work and safety procedures.	C	N/A
	4	Respond appropriately to direction, feedback, or criticism.	O	N/A
	5	Respond appropriately to changes in the work setting.	O	N/A
Attention to Task & Details:	6	Perform simple/ repetitive tasks.	F	N/A
	7	Perform complex/ varied tasks.	O	N/A
	8	Organize tasks and set priorities.	F	N/A
	9	Manage multiple tasks simultaneously.	O	N/A
Interaction with Others:	10	Work cooperatively with coworkers.	F	N/A
	11	Interact with customers or the public.	C	N/A
	12	Give training/ instruction.	O	N/A
	13	Lead, direct or supervise others.	O	N/A
Decision	14	Use basic problem-solving techniques.	O	N/A

Making:	15	Work autonomously, or with minimal supervision.	O-F	N/A
	16	Make independent decisions based on data/ circumstances.	O	N/A
Comments:				

VII. Communication and Sensory Demands										
Method	Freq.	Function #'s: ESSENTIAL					Freq.	#'s: NON-ESSENTIAL		
Sight	C	1	2	3	4	5	6	7	N/A	
Smell	S	-	-	3	-	-	-	7	N/A	
Hearing	C	1	2	3	4	5	6	7	N/A	
Speaking	C	1	2	3	4	5	6	7	N/A	
Reading	F	1	2	3	4	5	6	7	N/A	
Writing	O	1	2	3	4	5	6	7	N/A	
Math	S	1	2	3	4	5	6	7	N/A	
Comments:										

VIII. Environmental Conditions					
	Freq.	During ESSENTIAL Functions		Freq.	During NON-ESSENTIAL
Indoors	C	Assisted living department; resident rooms, restrooms, dining halls		N/A	N/A
Outdoors	S	Observation; answering calls lights		N/A	N/A
Work at Heights	N	N/A		N/A	N/A
Cold	N	N/A		N/A	N/A
Heat	N	N/A		N/A	N/A
Humidity/ Wetness	O	Assisting with bathing		N/A	N/A
Temperature Swings	N	N/A		N/A	N/A
Dust/ Wind	N	N/A		N/A	N/A
Excessive Noise	N	N/A		N/A	N/A
Vibration	N	N/A		N/A	N/A
Radiation	N	N/A		N/A	N/A
Gas/ Fumes/ Odors	O	Residents, food, and medication odors		N/A	N/A
Chem./ Biohazards	O	Resident bodily fluids: blood, vomit, urine		N/A	N/A
Electrical Hazards	N	N/A		N/A	N/A
Explosive Hazards	N	N/A		N/A	N/A
Mechanical Hazards	N	N/A		N/A	N/A
Near Equip/ Machinery	N	N/A		N/A	N/A

Safety Equipment and/ or Attire:	Mask; goggles; gloves; gate belt.
Safety Training:	Monthly safety training; yearly in-service.
Comments:	

IX. Operation of Vehicles, Equipment or Machinery			
During ESSENTIAL Functions	Freq.	During NON-ESSENTIAL Functions	Freq.
Computer	O	N/A	N/A
Weigh Scales	O	N/A	N/A
BP Cuff/thermometer	O	N/A	N/A
Rosewood vehicle	O	N/A	N/A
Radio/pager/cell phone	F	N/A	N/A
Carts, Snack & Med	O	N/A	N/A
Comments:			

ACKNOWLEDGEMENT

I have carefully read and understand the contents of this position description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the position. While this list is intended to be an accurate reflection of the current position, the employer reserves the right to revise the functions and duties of the position or to require that additional or different tasks be performed as directed by the employer.

I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this position description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the employer has a similar right.

Team Member's Signature

Date

Team Member's Name Printed

Supervisor's Signature

Date

The employer is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.

Obtain knowledge and demonstrate the principles of The ABHOW Advantage, person directed care and successful aging philosophies and their inherent core values of commitment, respect, compassion, dedication, team work and quality. Team member will support, actively participate and act in accordance with the principles of these complementary cultures. For example, assist with resident self-assessment feedback groups, support new initiatives, encourage residents and act as their cheerleader, be familiar with and fluent in the language and service pillars of The ABHOW Advantage.