

JOB DESCRIPTION

Community Assignment Name	Quality of Life Specialist –Memory Care
HCM Job Title	Home Health Aide
Group	Resident Health & Wellness Services
Department	IL/AL/Memory Care
Team	IL/AL Clinical
Position Reports To	Director of Memory Care
FLSA Status	Hourly/Non-exempt

POSITION SUMMARY:

Perform various resident care activities and related nonprofessional services essential to caring for personal needs and comfort of Memory Care residents.

ESSENTIAL JOB FUNCTIONS:

1. Assist all residents/clients with a high quality of personal care, including but not limited to; bathing, dressing, grooming, shaving, incontinent care, foot care, vital signs, height and weight checks per policy.
2. Make all beds as needed in A.M., turn down as needed in P.M. and change bed linens once each week or PRN.
3. Complete resident's personal laundry as assigned.
4. Complete flat linens per shift as assigned.
5. Assist residents with meal time. Cut food. Encourage to eat.
6. Utilize *Heartfelt Connections*TM Memory Care Program components to enhance the lives of the residents in the memory care neighborhoods.
7. Promote a calm atmosphere. Understands the environmental factors that enhance the lives of residents who reside in the memory care neighborhoods. (i.e., lighting, noise levels, aromas, etc.)
8. Promote a healthy community culture for all residents and employees. This is a whole-person approach to health and wellness which includes eight dimensions of wellness: Emotional, Environmental, Health Services, Intellectual, Physical, Social, Spiritual and Vocational. Through these efforts we can ensure and exceed residents' wellness needs relating to their mind, body and soul, which may also have a positive effect on the employees, as a result.

9. Complete and document shift assignments as assigned, if unable to complete, report to nursing supervisor.
10. Report to nurse on duty and Director of Health Services all unusual behavior of resident (changing of status).
11. Provide activities as planned and/or directed.
12. Document resident status as per policy.
13. Respond to call lights and emergencies in a timely manner.
14. Provide emergency care within scope of practice.
15. Be familiar with and follow community policies.
16. Supports creating a culture where the business decisions made in this position, along with individual employee engagement, drive top-line revenue and occupancy.

GENERAL JOB FUNCTIONS:

1. The Community embraces a culture of hospitality. To that end, all employees are expected as a condition of employment to practice the LCS Hospitality Promises™ in all interactions with residents, fellow employees, and guests:
 - We greet you warmly, by name and with a smile.
 - We treat everyone with courteous respect.
 - We anticipate your needs and act accordingly.
 - We listen and respond enthusiastically in a timely manner.
 - We hold ourselves and one another accountable.
 - We make you feel important.
 - We embrace and value our differences.
 - We ask, “Is there anything else I can do for you?”
 - We maintain high levels of professionalism, both in conduct and appearance, at all times.
 - We pay attention to details.
2. Observe and abide by all regulations to ensure that personal health information is protected during its collection, use, disclosure, storage, and destruction within the community; and to ensure only the minimum necessary information is known to function in this position.
3. Assure resident safety.
4. Follow written and oral directions.
5. Maintain all tools, equipment and supplies in proper condition.
6. Recommends improvements and offers suggestions as appropriate.
7. May participate in orientation and development of new employees.
8. Maintain confidentiality of resident and community information.
9. Assist new employees in following established community policies and procedures.

10. Complete assignments timely, completely and accurately.
11. Attend all in-services as assigned or requested.
12. Participate in interdisciplinary team and other community meetings as assigned or requested.
13. Consistently work cooperatively with residents, co-workers, physicians, families, consultant personnel and other ancillary service providers.
14. Observe all community safety policies and procedures.
15. Is observant of safety hazards and emergency situations, and reports to appropriate person or takes corrective action according to established procedures.
16. Come to work in a clean, neat uniform and consistently present an appropriate professional appearance.
17. Come to work as scheduled and consistently demonstrate dependability and punctuality, comply with attendance policy.
18. Assume accountability for data contained in the employee handbook.
19. Assumes accountability for compliance with Federal, State, and other regulations within scope of control and of which informed.
20. Observe infection control procedures.
21. Follow Residents' Rights policies at all times.
22. Observe all community policies and procedures.
23. Accept assigned duties, instructions or correction in a cooperative manner, voicing concerns or disagreement in a professional manner through established chain of authority according to state procedures.
24. Perform incidental housekeeping and maintenance tasks as may arise during the course of regular duties, in order to maintain a clean, safe, pleasant environment for residents, visitors and staff.
25. Perform all other related duties as assigned in an effective, timely and professional manner.

EXPERIENCE & EDUCATION:

- High school diploma or general education degree (GED) required
- One (1) year experience working as a CNA/PCA/HHA/RA preferred
- One (1) year experience working in assisted living/memory care preferred

LICENSE/CERTIFICATION:

- Current, valid CNA/PCA/HHA/RA certification required in applicable states
- First Aid and/or CPR certification by qualified training required in applicable states

QUALIFICATIONS:

- Proficiency in the English language enabling the employee to read, write, comprehend and communicate simple instructions, correspondence, memos, etc.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving few concrete variables in standardized situations.
- Willingness to be available for any/all emergencies regarding the community.

- Doctor's statement verifying free from communicable disease, if applicable in your state.

DELEGATION OF AUTHORITY: None

PHYSICAL REQUIREMENTS:

Tools, equipment, machines may be used on the job:

- Personal computer and general office equipment
- Washer/Dryer machines

Physical activities of the position:

- Lifts and carries up to 100 lbs. occasionally with assistance
- Pushes and pulls up to 100 lbs. with assistance occasionally
- Walking, standing, pushing, stooping, bending and stretching frequently

Physical requirements of the job:

- Medium work – exerts up to 50 lbs. of force occasionally, and/or up to 20 lbs. of force frequently and/or up to 10 lbs. of force occasionally to move objects.
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SENSORY/COGNITIVE REQUIREMENTS:

This list is not to be inclusive, rather exemplary of times of sensory/cognitive activities involved in performance of job functions.

Recognition/vision and mental processing

- Routinely process written information as in policies and procedures, posted notices, instruction materials, regulations, etc.
- Routinely observe resident actions, gestures, and facial expressions.

Hearing

- Routinely recognize auditory call signals, telephone rings, soft voices of elderly, verbal communication within the workplace.

Smell

- Routinely observe odors relevant to resident personal care condition and those unpleasant in the environment.

Verbal communication

- Routinely engage in interactions highly dependent upon clear, audible verbal communication, often in circumstances where hearing impairments can easily lead to misunderstanding.
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PROFESSIONAL BEHAVIOR REQUIREMENTS:

This list is not to be inclusive, rather exemplary of times of emotional and behavioral activities involved in performance of job functions.

- Routinely interact with individuals (residents, family members, staff, etc.) who may be discourteous, tactless, demanding, verbally and/or physically threatening or abusive, angry or hostile, emotionally vulnerable or mentally ill, vulgar, mean-natured.
- Routinely called upon to control own emotions and behaviors so as to protect residents' rights and to respond professionally with respect and dignity.

ENVIRONMENTAL/OCCUPATIONAL EXPOSURES:

This list is not to be inclusive, rather exemplary of times of environmental/occupational exposures involved in performance of job functions.

- Individual must be able to use protective equipment and take proper precautions and emergency measures.
- Individual is subject to both environmental conditions. Activities occur inside and outside.
- The worker is subject to noise, vibration, hazards, oils, and other environmental conditions.
- Exposure to a variety of chemicals and dust daily.

ACKNOWLEDGEMENT

I have read my job description and understand the information contained within the job description. I further understand that this job description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or physical requirements/working conditions associated with my job. I may be required to perform additional tasks necessary to meet standards of quality and care.

Name of Employee: _____

Employee Signature: _____

Date: _____