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Human Resources Manual	SECTION: Employee Relations – Job Description SUBJECT: Health Care Aide

POSITION: Health Care Aide

DEPARTMENT: Care Services: Nursing Department

RESPONSIBLE TO: Staff Nurse and Clinical Team Leader

UNION: CUPE

POSITION SUMMARY:

The Health Care Aide [under the direction and supervision of the Staff Nurse and Clinical Team Leader] is responsible for the provision of personal care to facility customers [i.e. Residents, Guests]. Utilizes the resident's care plan to provide individualized care. Promotes the physical, intellectual, emotional, psychosocial, and spiritual well-being of residents and families. Follows policies, procedures and work routines. Ensures a clean and safe work environment. Works in partnership to improve the performance of individuals, teams and the organization in providing improved customer service for residents, guests and staff.

QUALIFICATIONS:

1. Health Care Aide Certificate – as approved by Provincial Curriculum
2. Preference given to applicants with work experience in a Continuing Care setting.
3. Ability to read, write and comprehend the English language.
4. Mentally and physically able to perform duties as outlined.
5. Ability to work independently with minimal supervision and to complete assignments in a timely manner.
6. Demonstrates concern and interest in providing a safe and attractive environment for facility customers, [i.e. Residents, Guests].
7. Demonstrates effective communication, problem solving and organizational skills.
8. Ability to function as an effective team member with other staff, residents, families, and the public.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Carries out the care plan safely and in an organized manner based on resident needs.
2. Supports the Staff Nurse in maintaining updated plans of care for each resident by:
Reporting ...
 - resident needs and concerns [what you hear].
 - changes in the resident's condition [what you see].
 - resident response to care provided.
Participating in care planning ...
 - making suggestions to improve care
Recording in the Resident's Health Care Record
 - observations [what you see and hear]
 - interventions [i.e., care provided]
3. Under the direction of the Staff Nurse, and following appropriate training, performs selected procedures and treatments [e.g., bowel care, blood pressure, vital signs, weight, etc.]
4. Participates in developing and implementing interdisciplinary programs including those not exclusively nursing focused i.e., helps residents to attend therapeutic and leisure activities
5. Follows manufacturers' instructions in the operation and use of all equipment and chemicals. Wears and maintains personal protective equipment, as required.
6. Participates in the orientation of new staff, as required.
7. Participates in evaluating services provided by the Care Services Nursing Department.
8. Performs all duties in a safe and efficient manner and maintains work area in a clean, orderly, and safe condition.
9. Reports unsafe, hazardous working conditions and equipment malfunctions to their supervisor/designate.

Understands and adheres to health and safety responsibilities as outlined in the corporate Health and Safety Policy.
10. Demonstrates respect to all customers, by working with them in a calm, courteous manner.
11. Performs all duties in accordance with the written policies and procedures of the Corporation, the facility and the Care Services Nursing Department.

12. Accepts responsibility for the performance results of their work team(s) and works in partnership with individuals and groups of employees (teams) to improve services for our customers.

Demonstrates effective team player behaviors by:

- * questioning what, why and how we do things;
 - * identify (*"flagging"*) problems and suggesting potential workable solutions;
 - * partnering with others to identify permanent solutions to problems;
 - * implementing solutions (changes) decided upon and doing everything he/she can within their particular job, to make the changes a success;
 - * choosing a *"positive"* attitude, i.e., making a conscious decision to work towards correcting problems and viewing this as a chance to learn and grow;
 - * being open minded to the ideas of others;
 - * being patient;
 - * being flexible;
 - * being in a constant state of readiness to help *"fix things"*;
 - * coaching individuals to foster their performance success;
 - * keeping communication open and positive;
 - * giving and receiving meaningful feedback to help individuals and the team succeed.
13. Participates in project teams, committees and meetings, as required. Responsible for reading minutes and memorandums provided to their team.
 14. Knowledgeable of facility procedures for WHMIS, fire and environmental safety.
 15. Accepts responsibility for his/her performance; actively seeks and participates in learning opportunities to achieve or exceed performance requirements (behaviors).
 16. Performs other duties as required.

DATE: April 1, 1997

APPROVED:

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