



RESIDENT CARE ASSISTANT

JOB DESCRIPTION	
Department	Nursing
Reports to	Clinical Coordinator, Assistant Director of Nursing, Director of Nursing
Reporting to this position	None
Job Classification	Department Staff
Position Purpose	To coordinate activities at the Nurse's Station. Performs clerical duties to support the nursing staff in the delivery of care and services to residents. Maintains medical records for each resident that are complete, readily accessible and systematically organized.

Required Qualifications

The Resident Care Assistant must possess:

- ❖ A minimum of a high school diploma or its equivalent or sufficient education to demonstrate functional literacy.
- ❖ Good communication and telephone skills
- ❖ Legible handwriting.
- ❖ Previous clerical experience in institutional health care setting preferred.

Major Duties and Responsibilities

The Resident Care Assistant will answer the telephone promptly and courteously. Take messages accurately and promptly notify recipient of the message

The Resident Care Assistant will greet visitors, staff and residents promptly in a pleasant, courteous manner, answer questions with accurate information and notify a facility representative of any resident and/or family concerns, grievances and complaints.

The Resident Care Assistant will schedule resident appointments outside of the facility or refer to Social Services as directed by the supervisor and prepare necessary paperwork needed for the appointment.

The Resident Care Assistant will maintain order in the nurse's station by replacing medical records in their proper place, disposing of excess paper and eliminating clutter.

The Resident Care Assistant will keep the nurse's station organized by maintaining supplies for record keeping, charting, etc....

The Resident Care Assistant will assist residents with the use of the telephone while providing for privacy for the resident's calls.

The Resident Care Assistant will complete or update daily unit records:

- ❖ Resident meal intake within an hour of each meal
- ❖ Resident supplement intake within an hour of the supplement time
- ❖ Resident fluid intake
- ❖ Resident BM records and will notify the Charge Nurse if a resident has not had a BM in the past three (3) days.
- ❖ Resident Vital Signs
- ❖ Resident Weights

The Resident Care Assistant will complete necessary transfer paperwork and ensure that all required records accompany residents who are transferred, discharged or scheduled for outside appointments.

The Resident Care will gather all documents for the clinical record for a discharged resident and forward it to the Medical Records Clerk.

The Resident Care Assistant will prepare and assemble standard chart forms for new admissions and maintain a supply of new charts and forms at the nurse's station.

The Resident Care Assistant will keep resident charts clean, repaired and supplied with available forms for different disciplines.

The Activities Assistant will track physician and/or CRNP visits and notify the physician and/or CRNP when visits are late.

The Resident Care Assistant will sort MARs, ADLs, and TARs at the end of the month and file in the appropriate place in the medical record.

The Resident Care Assistant will thin medical records monthly under the direction of the Medical Record Clerk.

The Resident care Assistant will fax documents to physicians, pharmacy and lab as directed by the Clinical Coordinator/Charge Nurse.

The Resident Care Assistant will flag physician's orders for signatures on verbal and telephone orders and remove flags once orders are signed.

Additional Assigned Tasks

- ❖ Treats all residents with dignity and respect. Promotes and protects all residents' rights.
- ❖ Establishes a culture of compliance by adhering to all facility policies and procedures. Complies with standards of business conduct, and state/federal regulations and guidelines.
- ❖ Follows appropriate safety and hygiene measures at all times to protect residents and themselves.
- ❖ Maintains confidentiality of protected health information, including verbal, written, and electronic communications.
- ❖ Reports noncompliance with policies, procedures, regulations, or breaches in confidentiality to appropriate personnel. Reports any retaliation or discrimination to HR or compliance officer.
- ❖ Reports any allegations of abuse, neglect, misappropriation of property, exploitation, or mistreatment of residents to supervisor and/or administrator. Protects residents from abuse, and cooperates with all investigations.
- ❖ Reports any occupational exposures to blood, body fluids, infectious materials, and/or hazardous chemicals in accordance with facility policy.
- ❖ Participates in all life safety and emergency drills and trainings. Fulfills responsibilities as assigned during implementation or activation of the facility's emergency plan.
- ❖ Reports work-related injuries and illnesses immediately to supervisor.

- ❖ Follows established infection control policies and procedures.
- ❖ As a condition of employment, completes all assigned training and skills competency.
- ❖ Assists with obtaining necessary equipment and supplies and provide for their accessibility through organized storage.
- ❖ Refers resident/families to appropriate social services personnel when indicated.
- ❖ Contributes to the facility efforts to maintain and/or improve quality of care through participation in the following.
 - Serves as a member of the QAPI Committee as requested.
 - Attends mandatory in-services and successfully complete all facility required training.

Personal Skills and Traits Desired/Physical Requirements/Working Conditions

- ❖ Effective verbal and written communication skills and ability to exercise judgement.
- ❖ Ability to maintain composure in stressful situations.
- ❖ Resourcefulness.
- ❖ Strong leadership skills.
- ❖ Positive attitude.
- ❖ Ability to be organized and efficient.
- ❖ Basic computer skills.
- ❖ Ability to read, write, speak and understand the English language.
- ❖ Must be a supportive team member, contribute to and be an example of team work.
- ❖ Ability to make independent decisions when circumstances warrant such action.
- ❖ Ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
- ❖ Must have patience, tact, and willingness to deal with difficult residents, family and staff.
- ❖ Must be able to relay information concerning a resident's condition.
- ❖ Must not pose a threat to the health and safety of other individuals in the workplace.
- ❖ Must be able to move intermittently throughout the workday.
- ❖ Meet general health requirements according to facility policy, including medical and physical exams and checking immunity status to various infectious diseases.
- ❖ Ability to work beyond normal working hours and on weekends and holidays when necessary.
- ❖ Ability to assist in evacuation of residents during emergency situations.
- ❖ Ability to bend, stoop, kneel, crouch, perform overhead lifting and perform other common physical movements as needed for the position.
- ❖ May be subject to falls, burns from equipment, and/or odors throughout the day; encounter reactions from dust, tobacco smoke, disinfectants, and other air contaminants.
- ❖ Subject to exposure to infectious waste, diseases and/or conditions which include AIDS, Coronavirus, Hepatitis B, and Tuberculosis.
- ❖ May be subject to hostile or emotional residents, family members, visitors or personnel.

Universal Precautions Risk Classification Categories:

1. Task may involve exposure to blood and/or body fluids.
2. Tasks do not involve contact with blood and/or body fluids but could result in performing category 1 task.
3. Task do not involve any risk of exposure to blood or body fluids.

*The classification for this description is a **Category 1**.

Compliance as a Condition of Employment and Performance Appraisal

Agreement to abide by all standards, policies, and procedures of the facility, including the facility's compliance and ethics program, is a condition of employment. Compliance will be a factor in evaluating job performance. Violations, including failure to report violations, will result in disciplinary action, up to and including termination.

This job description is intended to convey the general scope of the major duties and responsibilities inherent in this position. Other tasks not listed here may be assigned by the Supervisor. Periodic revision may be necessary to reflect changes in expectations placed on long term care by various governmental agencies. This job description will be reviewed and/or revised annually and as needed.

Individual performance will be evaluated using the following scale:

1. **Unsatisfactory:** Achieves results which are far less than the standards identified for the performance factors rated.
2. **Needs Improvement:** Achieves results which are less than the standards identified for the performance factors rated. Exhibits the potential to become a competent performer. May be new to job or need skill development.
3. **Meets Standards:** Achieves results which meet the standards identified for the performance factors rated. This rating is the expected level of performance.
4. **Exceeds Standards:** Achieves results which usually exceed the standards identified for the performance factors rated.

Reasonable Accommodation Statement

Consistent with the Americans with Disabilities Act (ADA) and Alabama Civil Rights Laws, it is the policy of Generations of Red Bay to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact Human Resources.

EMPLOYEE ACKNOWLEDGEMENT

I have read the above job description and understand the requirements and expectations of the position of Resident Care Assistant at *Generations of Red Bay*.

Employee's Signature

Date

Supervisor's Signature

Date