

DOORWAYS Cooper House

JOB DESCRIPTION

Job Title: **Resident Advocate**

SCOPE

The primary purpose of this job position is to provide protective oversight to residents and act as an Administrative staff member. Such performance must be in accordance with current Federal, State, and local standards, guidelines, and regulations governing DOORWAYS Cooper House, and as may be directed by the Administrator and/or her/his designee, to assure that the highest degree of quality care is maintained at all times.

DELEGATION OF AUTHORITY

The **Resident Advocate** is delegated the administrative authority, responsibility, and accountability necessary for carrying out assigned duties.

JOB FUNCTIONS

Every effort has been made to make this job description as complete as possible. However, this job description in no way states or implies that these are the only duties the Resident Advocate will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

MAJOR DUTIES AND RESPONSIBILITIES

Administrative Functions:

1. Submit Unusual Occurrence reports for all accidents/incidents to the Administrator, no matter how minor they may be, immediately.
2. Report absentee call-ins to appropriate department head by 5:30 a.m.
3. Knowledge of policies and procedures.

Personnel Functions:

1. Attend departmental and staff meetings as directed or called.
2. Perform specific tasks in accordance with daily work assignments.
3. File complaints/grievances with the Administrator.

Staff Development:

1. Participate and assist in department studies and projects as directed.
2. Attend and participate in in-service education classes, on-the-job training programs, etc., as scheduled or as directed.

Safety and Sanitation:

1. Assure that assigned work areas are maintained in a clean, safe, and sanitary manner.
2. Report all hazardous conditions or equipment to the Administrator immediately.
3. Follow established fire safety policies and procedures.
4. Keep work/assignment areas free of hazardous objects, unnecessary equipment, supplies, etc.
5. Other(s) that may become necessary/appropriate to assure that the laundry area is maintained in a clean, and safe and sanitary manner.
6. Wear protective clothing and equipment when handling infectious waste and/or blood/body fluids.

Equipment and Supply Functions:

1. Follow established safety precautions when performing tasks, using equipment and supplies.
2. Keep Administrator informed of supply needs.
3. Report all equipment malfunctions or breakdowns to the Administrator as soon as practical.

Resident Advocate Services:

1. Answer phones, check resident answering machine and deliver messages.
2. Make rounds every hour.
3. Responsible for evening/late night activities and assisting with 9:00 p.m. snack.
4. Perform general housekeeping (i.e.- return dishes to kitchen).
5. Assist residents with personal laundry until 9:00 p.m.
6. Assist nurse in charge in the event of emergency. (i.e.- securing residents/area, etc.).
7. Register guests, monitor who enters and exits the facility.
8. Ensure family members and visitors follow facility policies.
9. Maintain emergency numbers for attendant desk.
10. Make written/oral recommendations concerning the activities of the shift as required.

Residents' Rights:

1. Maintain confidentiality of all resident information.
2. Honor residents' personal and property rights.
3. Knock before entering a resident's room.

Miscellaneous:

1. Turn in all found articles to the Administrator.

WORKING CONDITIONS

- Works in all areas of the facility.
- Sits, stands, bends, lifts and moves intermittently during working hours.
- Is subject to frequent interruptions.
- Is involved with residents, personnel, visitors, government agencies/personnel, etc., under all conditions and circumstances.
- Is subject to hostile and emotionally upset residents, family members, etc.
- Communicates with different department personnel.

- Is willing to work beyond normal working hours, on weekends, and in other positions temporarily, when necessary.
- Attends and participates in continuing educational programs.
- Is subject to falls, burns from equipment, odors, etc., throughout the workday.
- May be exposed to infectious waste, diseases, conditions, etc., including exposure to the AIDS and Hepatitis B viruses.
- May be required to work on weekends and holidays.
- May be required to work on shifts other than the one hired.

EDUCATION & EXPERIENCE

- Must possess, as a minimum, a high school diploma.
- Previous experience as an attendant or an employee in health care setting preferred.

SPECIFIC REQUIREMENTS

- Must be able to read, write and speak the English language in an understandable manner.
- Must possess the ability to make independent decisions, follow instructions, and to accept constructive criticism.
- Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and general public.
- Must be a minimum of eighteen (18) years of age.
- Must maintain the care and use of supplies, equipment, etc., and maintain the appearance of laundry areas for sanitation, order and safety.
- Must be willing to work harmoniously with other personnel, as well as be willing to handle residents.

PHYSICAL REQUIREMENTS

- Must be able to move intermittently throughout the workday.
- Must be able to cope with the mental and emotional stress of the position.
- Must possess sight/hearing senses, or use prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met.
- Must function independently, have flexibility, personal integrity, and the ability to work effectively with the residents, personnel.
- Must be in good general health and demonstrate emotional stability.
- Must be able to lift, push, pull and move equipment, supplies, etc. in excess of fifty (50) pounds throughout the workday.
- Must be able to relate to and work with ill, disabled, emotionally upset and at times hostile people within the facility.