



Job Title: Guest Attendant/Health Care Aide/Personal Support Worker

Job Location: Ontario Retirement Platform

Reporting Relationship: Health and Wellness Manager

Complexity and Scope of the Position

The Guest Attendant/Health Care Aide/Personal Support Worker provides personal care and other services to residents in a safe and efficient manner, according to the policies and procedures of the retirement residence. Assists in maintaining a safe and secure environment for residents, visitors and other staff members. All duties are performed in the best interest of the residents and their families, and in accordance with Chartwell's vision, mission and values statements.

Key Activities

Resident Relations:

- Provides services and interacts with residents in a professional manner.
- Responds to resident or family member concerns and ensures appropriate action is taken within decision-making authority and/or brings to the attention of the Health and Wellness Manager.

Leadership:

- Participates as a member of the work team and provides support to other team members.

Budget & Financial:

- N/A

Marketing & Occupancy:

- Effectively communicates and interacts with residents, family members, visitors and volunteers in a courteous and professional manner.

Regulatory Compliance:

- Conducts duties in accordance with Chartwell policies and procedures, as well as, government regulations, laws and policies.
- Understands and follows all health and safety policies and procedures. Works safely to reduce the risk of injury to self, other staff members and residents. Promptly reports all actual or potentially hazardous situations.
- Maintains confidentiality of residents' personal information.

Operational & Administrative Systems:

- Assists and attends to residents' special needs as required.
- Provides food preparation, dining room service, busing and dishwashing services in accordance with established work routines.
- Provides personal laundry services for residents in accordance with established work routines.
- Maintains work and storage areas in a clean, safe and sanitary manner.
- Operates and cleans equipment, furniture and cleans and maintains all resident areas as per work routines.



Operational & Administrative Systems (Continued):

- Provides medications to residents according to the residence's policies and procedures for medication administration.

Other:

- Performs other related duties as required.

Qualifications

Experience:

- Previous work experience in providing laundry, food or personal care services.

Education:

- Successful completion of secondary school or equivalent.
- Post secondary education in related care fields [e.g. Personal Support Worker (PSW), Health Care Aide (HCA) or Developmental Services Worker (DSW) certification] is preferred.

Skills & Abilities:

- Ability to read and communicate effectively.
- Ability to follow written and verbal instructions.
- Demonstrated empathy and understanding of the needs of seniors.
- Effective interpersonal relationship and conflict resolution skills.
- Ability to organize work and work under strict time constraints.
- Must have a high standard of hygiene and cleanliness.
- Must be able to operate related equipment.

Special Requirements

- Must be in good physical and mental health.
- Work is performed indoors in well lighted, well ventilated areas.
- Work requires standing for long periods of time, lifting and carrying heavy items.
- Wears personal protective equipment (or clothing) as required by task, MSDS, or residence policy.
- Must be prepared to respond to emergency situations.
- Criminal Records Check and Vulnerable Persons Check.

Direct Reports

- N/A

I have read and understand the contents of this job description.

Employee's Signature

Print Employee's Name

Date

General Manager/Administrator Signature