

Position Description

Position Title: Care Team Assistant

Date Established: November 2017 **Date Revised:** April 2018

Reports To: Care Team Leader

Provides Support to: Care Team Leader and Support Services Leader

Status: Regular

Hours: 25 per week

Wage Range: \$18.00 - \$22.00

Eligible for Benefits: Yes

Confidentiality is of primary importance in this role.

Position Summary:

This position provides administrative support to ensure the efficient operation of the Hospice House Residential Program. The Care Team Assistant supports the work of the Care Team Leader and Support Services Leader and the care team (care staff, support staff, and volunteers). The position is supported by volunteers.

Major Responsibilities:

Care Team Support:

- Assist with resident referral, admission and discharge processes
- Act as a communication link with hospitals/facilities and patient transport services
- Coordinate care station processes
- Schedule and confirm resident appointments
- Maintain resident information: charts, MARS, Kardex, Careplan, Medi-tech and NOHS database
- Maintain stores inventory at established levels

Administrative support:

- Provide administrative support for the Care Team Leader, Support Services Leader and residential program
- Care station reception duties
- Data entry, filing, compiling, and preparing and maintaining statistics
- Collaborate on the administrative components of orientating new care/support staff
- Report in-house maintenance issues
- Trouble-shoot care station equipment issues
- Maintain annual administrative requirements for care/support staff personnel files
- Delegate appropriate administrative duties to office and reception volunteers.

Scheduling:

- Receive calls from care/support staff regarding absences from work
- Conduct scheduling call outs to care/support staff according to BCNU guidelines
- Maintain staff call out and leave logs
- Maintain staff schedule
- Maintain call out lists for care/support staff

Education and Skill Requirements:

- Medical terminology or Nursing Unit Clerk experience preferred
- Intermediate knowledge in Microsoft Excel, Microsoft Word and database management
- Intermediate knowledge of computer hardware and software functions
- Attention to detail and accuracy required
- Strong organizational skills
- Ability to prioritize work
- Ability to work in a busy environment
- Exceptional interpersonal skills to work in a team environment
- Ability to work effectively in a sensitive and confidential manner
- High level of discernment and professionalism
- Clear Criminal Record

Competencies:

- Communication: Conveys and receives messages clearly and respectfully both verbally and in writing.
- Teamwork: Works cooperatively and respectfully with others to achieve organizational goals.
- Initiative: Plans ahead, is resourceful in taking action and generating viable solutions, is flexible and reprioritizes as required.
- Client Service: Understands client needs and provides high standards of service.
- Attitude: Conveys an open, flexible mindset with a focus on positive outcomes.
- Self-Management: Understands and manages own behaviour and practices healthy self-care.

Date Reviewed:

Employee Signature: _____

Immediate Supervisor Signature: _____