



Resident Services Technician

Vision Statement

In the spirit of St Francis of Assisi we commit to provide quality health and wellness services as we respond to changing needs.

Mission Statement

We, the Stonehill Franciscan Services community, in the spirit of St Francis of Assisi, offer a continuum of quality lifetime care services in a dignified atmosphere.

Our Core Values include:

Compassion (the heart of our daily life)

- We generously offer empathy, comfort, and encouragement with gentleness in an atmosphere of Christian love.

Hospitality (the spirit of our daily life)

- We warmly and graciously welcome all with kindness

Stewardship (the mind of our daily life)

- We are responsible for the resources entrusted to us
 - Financial – We will manage with integrity and fiscal responsibility
 - Human – We will recognize the personal gifts and talents of all
 - Environmental – we will be good stewards of our internal and external surroundings

Reverence (the soul of our daily life)

- We treat every person with dignity and respect, recognizing that all share in God's gift of life.

JOB DESCRIPTION

Job Summary: Cross trained in laundry, housekeeping, dining and nursing providing support services to residents (within scope of practice/competencies).

JOB TASKS AND RESPONSIBILITIES

May include any and/or all of the following:

Dining:

- Assist during dining times providing drinks, taking orders and serving.

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- Cleaning dining room and setting up the dining room, folding napkins and silverware.
- Assist in the dish room, putting dishes and pans away.
- Assist with passing snacks.
- Document meal and snack completion.

Laundry/ Housekeeping:

- Folding and distributing linens to the units and resident rooms.
- Picking up linen from the units and sorting soiled linen.
- Loading and unloading washer/dryer.
- Sorting and picking up linen.
- Complete cleaning task, such as; removing garbage from resident rooms, soiled utility rooms, etc...
- Cleaning bathrooms and resident rooms, dusting, mopping floors.
- Assist with other cleaning duties as assigned.

Nursing:

- Pass ice water, ensuring residents have fresh water following schedule.
- Assist with changing bed linens, making beds, etc...
- Answers call lights promptly and reports any unusual events or behavior, which may require further nursing care response to appropriate nursing personnel; observes and reports and changes in resident's condition to Charge Nurse;
- Engages in appropriate on-going training and education;
- Maintains current knowledge on all applicable *resident care policies and procedures*;
- Works wherever required to meet resident care needs;
- Assist residents to activities, reminding them of daily program opportunities.
- Assist and document restorative program
- Provides personal communication and emotional support to each resident under care
 - Assisi – Assist with ADL's (Activities of Daily Living) such as; bathing, dressing and transporting.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Must be well organized and have an abiding concern for the welfare of others;
- Effective communication and interpersonal skills are needed for this position;
- Must have mechanical skills necessary when working with residents;
- Previous experience caring for to others, particularly older adults are desired;
- Must have an adequate working knowledge of care standards and procedures as practiced at Stonehill;
- Must be able to respect the privacy and confidentiality of any information accessed necessary to perform job requirements;
- Must also ascribe to the values (Compassion, Hospitality, Reverence, Stewardship) in the Franciscan inspired mission and vision statements.

MINIMUM QUALIFICATIONS

Education and experience equivalent to:

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Position requires a High School diploma. Must complete mandatory yearly in-service training. Completion of approved health care courses as assigned by Stonehill.

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

- Problem Sensitivity - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem;
- Information Ordering - The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations);
- Manual Dexterity - The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects;
- Multilimb Coordination - The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion;
- Near Vision - The ability to see details at close range (within a few feet of the observer);
- Arm-Hand Steadiness - The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position;
- Requires a considerable amount of physical activity including standing, walking, climbing, reaching, squatting, kneeling, bending, sitting, carrying, pushing, pulling, gripping, torqueing, reclining, and twisting;
- Lifting up to 25 pounds regularly and up to 30 pounds occasionally is required;
- Requires standing most of the time to perform work responsibilities with regular walking between locations;
- Work is performed indoors in a thermostatically-controlled office environment; will be exposed to outside weather conditions with occasional high heat and seasonal temperatures and weather conditions;
- Personal protective equipment such as safety glasses and gloves are required for some activities as well as for disposal of used needles and materials soiled from body fluids;
- Usually works in a soft to moderate noise level environment;
- Close space while working with others.

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