



Resident Support Professional (RSP)

Larrabee Village Supportive Services

Under the direction of the Larrabee Village Supportive Services Manager, the Resident Support Professional will assist the resident with his/her Instrumental Activities of Daily Living (IADL's). IADLs are tasks that are essential for independent living within a community. For residents, help with IADLs is crucial as they enable seniors to manage their daily lives and maintain their independence. These IADLs include: completing laundry, help with telephone or computer, grocery shopping, etc. The goal of the Resident Support Professional is to promote comfort, safety and independence for the resident. The individual in this position is considered to be essential staff and must report to work regardless of weather.

ESSENTIAL FUNCTIONS:

1. Assists residents with Instrumental activities of daily living (IADL's) on an unscheduled basis as determined by calls from residents.
2. Provides documentation, through shift log notes, individual narrative reports, and incident reports of assistance and services provided.
3. Monitors fire and emergency call systems, providing a liaison with emergency medical or other fire and safety personnel as needed.
4. Escorts residents with ambulatory limitations as needed to meals or activities.
5. Assists residents with laundry on a scheduled basis.
6. Monitors the census, records incidents, and maintains other records as needed.
7. Provides assistance to food service staff by delivering meals, helps assist in the dining room as needed, and performs basic homemaking tasks as needed.
8. Assists the resident in a safe manner, exercising the strictest of safety policies for both the resident and oneself.
9. Interacts with the resident to promote/increase/maintain resident's social interaction i.e. encourage attendance/possibly even transport to social activities, and assists with resident's IADL's such as; assist in letter writing, help with use of phone, etc.
10. Interacts and cooperates with other staff members as part of the overall team.
11. Participates in staff meetings as directed.
12. Reports any resident concerns, resident's issues, changes in resident's conditions or family situations to the Supportive Services Manager.
13. Maintains confidentiality of the records and all aspects of the residents' care.
14. Covers on-call weeks when assigned.
15. Complete grocery shopping as needed
16. Other duties as may be assigned.

REQUIREMENTS OF WORK:

1. Maintains client and Westbrook Housing confidentiality.
2. Attends meetings and trainings as applicable to the position.
3. Participates in departmental meetings.
4. Participates as part of a team for service delivery.
5. Works weekends and holidays.
6. Informs supervisor of problems or issues that present barriers to clients, such as policies, procedures, or service availability.
7. Works safely and reports all work related injuries, incidents or concerns immediately.
8. Ability to work independently in a fast paced and ever-changing environment with multiple needs and priorities.
9. Ability to deal in a positive and friendly manner with co-workers, residents, family members and others.
10. Time management skills to meet tight deadlines while completing tasks of the job, and reporting incidents and concerns are crucial.
11. Ability to be able to be put on the on-call rotation schedule and cover on-call when assigned.
12. Ability to complete grocery shopping for residents on the shopping list weekly if needed.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to stand for prolonged period of time; walk; sit; able to operate a standard computer keyboard and mouse; reach with hands and arms and talk, see and hear. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. A range of motion is necessary to complete all tasks. Mobility is needed in order to respond to alarms and other calls for assistance. Resident Support Professional's will work with telephones, computer, wheelchairs, walkers, canes, washing machine, clothes dryer, photo copier, and vacuum cleaner.

WORK ENVIRONMENT:

Work is performed in a structured, congregate housing environment. There are multiple priorities and unpredictable situations which can result in a stressful environment. Ongoing low to medium noise levels, lack of privacy, frequent disruptions from residents, staff, caregivers and telephone calls, ongoing documentation on residents via narratives, log notes and incident reports, and handling life emergency situations swiftly, professionally, and with little disruption for the residents. This job requires high energy and has frequent interruptions. There is also a possibility of contact with bodily fluids. Must practice safe methods with use of cleaners and cleaning equipment and the potential of contact with hot foods at meal times. Potential hazards due to lifting, very hot water, possible slippery work areas, and reaching. Willing to work varied hours and weekends and holidays.

JOB QUALIFICATIONS:

- High School education or equivalent.
- Previous work experience caring for the elderly preferred.

- Effectiveness in working cooperatively in a team relationship.
- Excellent customer service abilities with residents, family members, and others.
- Ability to promote comfort, safety and independence for every resident.
- Ability to communicate effectively verbally and in writing to residents and other team members.
- A self-starter who requires minimal supervision.
- Accomplished ability to problem solve in an emergency situation.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

REPORTS TO:

Larrabee Village Supportive Services Manager

DIRECT REPORTS:

None

CLASSIFICATION:

Non-exempt