



RESIDENT ADVOCATE

JOB POSTING

Position Title:	Resident Advocate	Employee Group:	Permanent Full-Time
Department:	Corporate	Classification:	RA
Reference #:	RA PERM FT 2020-02	Hourly Rate:	Non-Union
Application Deadline:	November 30, 2020	Hours/Week:	37.5 hours per week
Application Details:		Hours:	0830 to 1630
Start Date:	ASAP		After-hours, Evenings and weekends maybe required

Organization Background:

Holland Christian Homes is seeking an enthusiastic and qualified Resident Advocate to join our winning team.

Holland Christian Homes consists of 6 Independent/Assisted Living Towers as well as Faith Manor and Grace Manor which are private, non-profit Christian Long Term Care facilities situated in the City of Brampton. Holland Christian Homes is a dynamic, innovative organization that provides a full continuum of care to individuals in a Christian atmosphere.

We believe that individuals requiring our services have the right to a lifestyle that adequately meets their physical psychological, social, cultural and spiritual needs. These services are provided by fully qualified professional staff who delivers care using a holistic approach to provide quality care and quality of life to individuals.

Position Summary:

Under the direction of the Activation Manager, the Resident Advocate is accountable for working in collaboration with the other multidisciplinary departments and actively participates as a member of the multidisciplinary team. The Resident Advocate demonstrates regard for the rights and responsibilities of residents and their family or substitute decision makers in matters such as privacy, beliefs, values, respect, and confidentiality.

Major Responsibilities:

- Handles all telephone calls and correspondence relating to admissions, discharges and any inquiries relating to living at Grace or Faith Manors.
- Ensures the in-house tours of prospective applicants are completed to ensure appropriate marketing of vacant beds and the Manors in general.
- In conjunction with the Directors of Resident Care, co-ordinates the admission process for all new residents, acting as a liaison between the resident/family and any involved community agency or hospital.
- Completes social history and Psychosocial Assessments for all new residents (P.I.E.C.E.S.)
- Working with the resident and the team proactively to solve interpersonal or behavioural issues a resident may be experiencing
- Facilitates the resident's return to the community or transfer to another facility where applicable. The resident and family members may also require grief counselling during the final stages of life or at death
- Promotes the quality of life of residents by practicing in a framework that is responsive to the personal, spiritual, cultural, religious and emotional needs of residents
- Development of program and teams/ policies and procedures.
- Make referrals to social work services as required
- Performs other duties as required.

Qualifications:

- Post-secondary diploma or University
- A degree/certificate in the social work with an emphasis on gerontology (i.e. Social Service Work-Gerontology) is an asset
- Graduate of other relevant programs with appropriate experience would be considered.
- Current membership with a professional College such as a Registered Practical Nurse or Registered Nurse, Social Worker, Social Service Worker or other professional designation is an asset
- Previous experience working with seniors
- Previous experience working in Long Term Care, clinical and/or administrative capacity are definite assets or related/similar capacity
- Must show evidence of strong interviewing skills, assessing skills and interpersonal skills.



- Ability to demonstrate diplomacy and professionalism when working with families and other professionals.
- Exceptional interpersonal and customer service skills
- Demonstrated success in communicating with all levels of the organization that includes communicate effectively with staff, residents, families/visitors delivery/service personnel and the general public.
- Excellent problem solving, conflict resolution, and decision-making skills.
- Good judgment skills and the ability to handle and maintain confidential information
- Ability to multi-task and prioritize workload.
- Ability to work independently as well as function as part of a multi-disciplinary team.
- Ability to be proactive and take initiative where required.
- Ability to focus on assigned tasks
- Detail-oriented and professional
- Ability to effectively handle multiple tasks simultaneously
- Ability to work under conditions of frequent interruption, being undisturbed by the complexities and variety of minute details.
- Competence in computer applications including Microsoft Office and Outlook.
- Demonstrated ability to observe boundaries, engage in appropriate emotional regulation, refrain from dual relationships with residents, maintain confidentiality, and engage in reasonable self-care strategies designed to reduce stress by balancing work/life responsibilities.
- Ability to read, write, and speak English. Ability to understand and/or speak the Dutch language an asset.
- A satisfactory and current Vulnerable Sector Screening and TB test.

Interested and qualified applicants should forward a Resume and Cover Letter in confidence, to:
Human Resources at jobs@hch.ca

Holland Christian Homes welcomes diversity in the workplace and encourages applications from all qualified individuals.

Holland Christian Homes is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation for disability during any stage of the recruitment process, please indicate this in your cover letter. Applicants agree that by providing personal information in response to this posting, and otherwise in any recruitment process with the Company, such personal information may be retained and used by HCH for a period of one (1) year from the date of this application, for the purpose of consideration for employment opportunities which may arise during that time period, unless an Applicant notifies the Company to the contrary."

We thank all applicants for their interest in this position, however, only those individuals selected for an interview will be contacted. No phone calls please.

Disclaimer:

In keeping with Long Term Care reform, best practices, funding and direction this position may later require knowledge, skills, abilities and working conditions not noted here.