

COMPANY NAME:

Century Group

JOB TITLE:

Visitor Support Assistant (Temp., Casual) - The Waterford - DF137

--LOCATION OF JOB--

COUNTRY: Canada

STATE/PROVINCE: British Columbia

CITY: Delta

ZIP CODE: V4L 2P9

DESCRIPTION/RESPONSIBILITIES:

Summary

Reporting to the Director of Care, the Visitor Support Assistant is a temporary position funded wholly through Fraser Health in response to the Covid-19 pandemic. The Visitor Support Assistant is primarily responsible for ensuring that visitors to the Care Centres have a safe and enjoyable visit with their loved one and that they are fully screened for coronavirus symptoms and vaccination status prior to the visit to ensure the current visitation rules and guidelines are followed.

Shift: Days (8am-3pm) and Evenings (3pm-8pm)

Key Accountabilities

SCHEDULING

- * Taking calls from families; at this time 1 visit / week - 30 - 45 minutes

- * Scheduling appointments into the shared google calendar ensuring a ½ hour break is set aside for the assistant.

- * Take name of visitor and phone number and record into the appointment information

- * Call visitors at least a day ahead of time to confirm the appointment and confirm if the appointment will be inside or outside and that they must bring and wear a mask.

- * Make notes in the calendar if there is a cancellation; change in appointment; and any changes to the time in / time out.

Keep an ongoing list of visitors in Google Keep (attached to the calendar) who would like to be on a reserve list for cancellations if they do not get the appointment time they wish, or they wish to visit more than 1x/week.

INTERVIEWING / SCREENING

- * Using the electronic survey, interview and record the answers to each question for each visitor

- * Do not allow entry if any of the questions indicate the resident is at risk of exposure.

- * Ensure process of review of PPE (mask, gloves, gown etc.) and IPC standards has been completed (ie. respiratory etiquette).

MONITORING / SCREENING

- * Discreetly monitor the visit, providing as much privacy as possible while ensuring the visitor is aware how to contact you if they wish to end the visit early.

CLEANING / DISINFECTING

- * Before / after each visit, ensure that all furniture is wiped down with disinfectant spray and prepped for the next visit.

OTHER RELATED RESPONSIBILITIES

- * As assigned by the Director of Care / Designate
- * During times where there are no visits, emphasis should be put on 1:1 visits with residents who are more isolated.
- * Setup virtual visits using the i-pad and Google Meet
- * Contracted services (ie. Painter, Dentist, Foot care nurse, Hairdresser and Physicians) must go through the screening process in Waterford Independence before entering the Care Centre. Visitor support person will confirm that they have been through screening, don a medical mask and have cleaned their hands.
- * Visitor support person will, if Care centre is in Outbreak, make sure that all visits are cancelled. Follow Essential visitors Protocol during Outbreak.

Education & Experience

- * Ability to communicate effectively with older adults with dementia and with individuals under high levels of stress
- * Demonstrated patience and compassion

- * Customer service experience in stressful environments an asset
- * Conflict resolution skills an asset
- * Computer literacy or demonstrated ability to learn new skills quickly
- * Ability to adapt to dynamic and changing situations and communicate those changes effectively.

Required Knowledge, Skills and Abilities

- * Physically and mentally able to carry out the assigned duties
- * Understanding of Bria Visitation Health & Safety Plan process
- * Demonstrated skills in using iPad, google sheets, google meet etc
- * Must be organized and adaptable
- * Respects and maintains the spirit, dignity and individuality of the residents & their visitor
- * Ability to establish and maintain good interpersonal relations by displaying, tact, courtesy and patience with residents, coworkers, superiors, visitors and volunteers in the workplace
- * Ability to organize and prioritize the daily workload in an effective and efficient manner and work independently with a minimum of supervision

To apply for this position, please use the following URL:

https://ars2.equest.com/?response_id=824d7f241c4136930a04e0c38823c727

*****END OF
JOB*****