

STRATHMERE LODGE POSITION DESCRIPTION

TITLE:	Resident and Family Liaison
REPORTS TO:	Manager of Recreation and Physiotherapy
DEPARTMENT:	Programs and Recreation
POSITIONS SUPERVISED:	N/A
EFFECTIVE DATE:	January 2023

POSITION SUMMARY

Under the general direction of the Manager of Recreation and Physiotherapy, the Resident and Family Liaison will be responsible for providing individualized support to residents and their family members as they adjust to long-term care. In carrying out this responsibility, the Resident and Family Liaison will ensure residents have the necessary support and resources to live comfortably in their new home. This will be facilitated through the provision of information available from both internal and external resources. The Resident and Family Liaison will work closely with the home's Behaviour Supports Ontario (BSO) staff to ensure residents and their family are getting appropriate supports as needed.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Assists and supports residents and families with adjusting to living in a Long-Term Care Home as needed by providing support and resources.
2. Supports the admissions process and works collaboratively with all departments.
3. Provides reassurance, guidance, and assistance to residents and families during time of difficulty and/or crisis.
4. Participates in the interdisciplinary care conferences for residents as required.
5. Supports an interdisciplinary approach to provision of services that is designed to assist residents and where appropriate provides necessary supports in response to individual circumstances according to resident's needs keeping in mind privacy, cultural diversity, intimacy, dignity and quality of life.
6. Assists and supports the interdisciplinary team and liaises with community supports to coordinate and/or arrange for applicable outreach resources in the care planning needs of residents.
7. Support of and involvement in the homes' Palliative Care Program.

8. Provide bereavement support and grief counselling to residents and family members based on identified need.
9. Assists and supports the Family Council and Resident's Council as requested.
10. Maintain a documentation system for residents in caseload using MED e-care.
11. Perform other related duties and projects as required.

MINIMUM QUALIFICATIONS

Education & Experience

- 2-year post-secondary diploma in Social Services, Human Services, Health Sciences or related field.
- Minimum of two (2) years of job related experience in a long-term care home setting

Knowledge, Skills and Abilities

- Knowledge of community, resources, programs and services, and issues pertaining to older adults, including knowledge of human behavior and counselling techniques.
- Excellent interpersonal and communication skills and the ability to deal empathetically with residents and family members to contribute to their well-being.
- Familiarity of the psychological needs of the long-term care population.
- Proven ability to work in a complex environment and to organize, prioritize and problem solve effectively.
- Basic computer knowledge and skill e.g. Word, Outlook, RAI-MDS
- Ability to work flexible hours, including evenings and/or weekends, as required.

Other

- Current Criminal Record Check with a Vulnerable Sector Screening that is satisfactory to Strathmere Lodge/County of Middlesex.
- Completion of 2 Step Mantoux TB test.
- Valid Driver's license with a driver's abstract that is clean and free of any infractions, and access to a vehicle.

WORKING CONDITIONS

The standard hours of work 7.5 hours per day (total 37.5 hours per week) with shifts scheduled from 8:30 a.m. to 4:30 p.m.; 10:00 a.m. to 6:00 p.m.; 12:00 p.m. to 8:00 p.m. between Monday to Friday. Requirement to work one (1) weekend per month.