



Job Title: Scheduler/ Resident Care Associate

Location: The Highlands on the East Side Providence, RI 02906

Hours: Full Time

Job Summary:

The Scheduler/Resident Care Assistant primarily supports the Resident Care Director to maintain and manage the weekly schedule for the community nursing departments and be the point of contact for all call outs and schedule change requests. This position will also provide coverage and perform the resident services tasks as assigned by the Resident Care Director. Service Plans are a primary focus for our Resident Care department, and this position provides direct care to each resident in a timely efficient manner to maintain the highest level of independence for resident and family satisfaction. The Resident Care Assistant function ensures that HallKeen Assisted Living services are implemented in service/customer focused manner and according to policies.

Duties and Responsibilities:

The following essential functions are the fundamental job duties of the position to be completed with or without appropriate reasonable accommodation.

- Maintain schedule for the nursing department to be posted two-weeks in advance
- Point of contact for all call outs and schedule changes, and is required to source replacement coverage for open shifts
- Track Employee Attendance and punctuality and coordinate with Payroll Department
- Assist with interview schedule and interview process for new applicants
- Schedule training and orientation for new hires to include mentoring/job shadowing new employees into community
- Coordinate and track compliance for monthly in-service and resident care employee licensure requirements
- Work cooperatively with Certified Medication Technicians to verify communication logs and task sheets were complete.
- Review all Resident Care Communication logs to report as appropriate any communication notes that require changes to Resident Care Director and Executive Director
- Assist with QA per State regulations
- Provides activities of daily living assistance to the residents as directed from each Resident's Service Plan.
- Understands and complies with all Resident Rights.
- Works well with seniors showing understanding and patience.
- Prioritizes tasks to ensure optimum services to residents as requests and needs change.
- Informs supervisor of changes in the resident's condition and needs. Documents these observations thoroughly according to policy, and communicates any changes to other staff as required.
- Provides personal services for residents in a professional and efficient manner.
- Assists relatives, visitors, and guests as needed.
- Maintains a positive and professional environment and projects a calm and competent image.
- Adheres to all OSHA regulations and safety procedures when bending, lifting, and using equipment.

- Maintains resident living area to be clean and odor free.
- Works cooperatively with all associates to promote a positive work environment that emphasizes teamwork.
- Ensures efficient use of company supplies, materials, tools, and resources.
- Shows a consistent ability to coordinate and prioritize multiple tasks. Has a positive attitude and works well in pressured situations and/or helps to deescalate resident agitation when required.
- Maintains high level of confidentiality regarding residents, staff, and community.
- Work assigned hours on a daily/weekly basis. Regular, punctual attendance.
- Is available for on-call emergency situations.
- Special projects/assignments as delegated by Resident Care Director.
- Responsibilities may also include housekeeping and dining room duties.
- May perform other duties as assigned.

Minimum Qualifications:

- Must have current certification as a nursing assistant or have successfully completed the certified home health aide or homemaker/personal care homemaker training program.
- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.
- Must successfully complete HallKeen Assisted Living Communities, Medication Training.
- Able to read and comprehend simple instructions, short correspondence, and memos. Able to write simple correspondence. Able to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Able to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Able to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- Able to work various schedules and shifts as needed.
- Must be proficient in Microsoft Word, Outlook and Excel.

Benefits:

Full time position offers a competitive benefit program to include Medical, Dental, Vision, Health FSA, Dependent Care FSA, Short-Term Disability, Long Term Disability, Life Insurance, Home and Auto Discount program, Vendor Discount Program, 401(k) with matching contribution, Accrued Vacation, Sick, and Personal time and Paid Holiday Benefit. Employee referral bonus, and resident referral bonus.

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