

HEALTH SUPPORT SPECIALIST SAMPLE JOB DESCRIPTION

Example 1

TITLE: **All household staff** (Registered Nurse Clinical Coordinator, Household Coordinator, Licensed Practical Nurse, Trained Medication Aide, Nursing Assistant/Registered, Health Support Specialist)

I. POSITION SUMMARY:

All Household Staff are members of a self-directed, cross-trained work team assigned to a household of sixteen residents on a permanent basis. Their purpose is to plan and coordinate resident care creating a HOME and strengthening COMMUNITY while incorporating PersonFirst Values to establish a sense of belonging, usefulness and purpose in daily life.

All staff are trained in housekeeping, laundry, dietary, social and activities services that directly affect the resident's environment. In addition, non-licensed staff is trained as nursing assistants. Services are provided for adult and geriatric residents in accordance with federal and state standards, guidelines, and regulations that govern <Insert Community Name>.

The standards outlined below apply to all household staff.

II. POSITION REQUIREMENTS

Refer to position specific job descriptions.

III. PRINCIPLE ACCOUNTABILITIES

A. PersonFirst Values

- Is a collaborative effort to create meaningful life.
- Values the person no matter what their abilities or disabilities are.
- Considers a person's habits, routines, and practices when providing care – KNOW THE PERSON.
- Places HIGH value on the relationship between the elder and the caregiver.
- Considers all behavior as an attempt to communicate.
- Puts the person before the task.
- Provides for the spirit as well as body and mind.
- Begins decision making with the person.
- Accepts risk as a normal part of life.
- Believes all people are growing and learning.

B. Leadership Function

- Demonstrates in all interactions that this is the resident's home.
- Creates a calm atmosphere of warmth, personal interest and positive emphasis in order to achieve a lifestyle that alleviates loneliness, helplessness and boredom.
- Acts as an advocate for household residents, families and staff internally & externally.
- Demonstrates high involvement and full participation in the households.
- Promotes team-building concepts.

C. Social Services Function

- Honors each resident's choices.
- Responds appropriately to resident concerns.
- Resident admissions:
 - Welcomes and greets the new resident, their family and friends.
 - Ensures the room is ready, and escorts the new resident in.
 - Participates in the orientation of new resident/family members to the household.
 - Introduces resident to his/her roommate and other residents.
 - Marks and unpacks resident belongings and ensures all supplies are available.
- Resident transfers:
 - Assists with packing possessions.
 - Provides appropriate information as allowed to ensure continuity of care.
- Reports missing items and participates in the investigation as needed.

D. Activities Function

- Identifies, plans and incorporates resident's daily pleasures and interests into household life based upon recommendations from families and friends.
- Plan, observes and participates in the household/facility activity calendar.
- Incorporates children, plants, and pets into regular household life.
- Provides assistance to access activities and programs in/outside of the home.
- Provides 1:1 interaction with residents based upon preferences.
- Encourages residents to achieve highest level of practical functioning based upon their interests and abilities.
- Provides adaptations for desired activities such as magnifying glass, headphones and large print books.
- Performs a variety of miscellaneous tasks as requested such as shopping, running errands, assisting with correspondence, reading to the resident and distributing mail.

E. Care Planning and Documentation Functions

- Reviews and recommends any changes to the care plans regularly to ensure that appropriate care is given.
- Attends care conferences as requested.
- Completes assigned documentation daily.

F. Personal Care Functions

- All care is provided according to each individual residents care plan and wishes.
- Uses nursing assistant skills in response to resident needs and requests for care.
- Cooperates with all household staff to ensure that the resident's total regimen of care is maintained.
- Encourages resident to be as independent as possible for as long as possible.
- Exercises good judgment in organizing work, setting priorities and balancing the interest of residents.
- Demonstrates flexibility to readily readjust priorities in response to residents needs.
- Responds and reports promptly all accidents/incidents.
- Makes beds, changes linens, set rooms in order & places call light within reach.
- Is aware of resident's age specific needs.
- Identifies and shares care related problems or concerns of residents, family or staff in the household with the RN Clinical Coordinator and/or LPN.

G. Food Service Function

- Participates in preparation of food and food handling techniques to ensure quality maintaining sanitation and safety procedures.
- Assists to set up dining room prior to meals.
- Serves meals that are palatable and appetizing in appearance.
- Ensures that diets are served as prescribed making only authorized substitutions.
- Visits with residents regarding food preferences, choice, and honor as such.
- Prepares and sets up food for residents as needed. Assists with identifying food arrangement (i.e. informing resident with sight problems of foods that are on his/her plate, where located, if hot or cold, etc).
- Assists resident to eat as needed.
- Performs after meal cares: removes dining items; cleans resident's face, hands, clothing, takes to B/R.
- Serves between meal and bedtime snacks.
- Keeps resident water glass clean, filled with fresh water at bedside and within easy reach. Encourages fluids with each interaction.
- Records resident food/fluid intake as directed. Reports changes in resident eating habits.
- Maintains food storage areas in a clean, properly arranged manner.
- Assists in daily and scheduled cleaning duties including washing dishes.
- Minimizes waste of supplies and misuse of equipment.
- Checks rooms for food articles.

H. Housekeeping Function

- Performs day-to-day housekeeping functions in resident rooms and common areas in accordance with daily work assignments.
- Cleans resident rooms when transfers or discharges occur.
- Assists to clean closets and drawers as directed.
- Cleans & polishes furnishings, fixtures, and ledges, in resident rooms.
- Cleans, washes, sanitizes, and/or polishes bathroom fixtures ensuring that watermarks are removed from fixtures.
- Cleans windows/mirrors in resident rooms and household commons areas.
- Cleans floors to include: sweeping, dusting, damp/wet mopping in resident rooms.
- Removes dirt, dust, grease, film, etc, from surfaces using proper cleaning/disinfecting solutions.
- Discards waste/trash into proper containers & relines containers with plastic liners.
- Ensures that equipment, supplies, etc, are properly stored at all times when not used.

I. Laundry Function

- Ensures that the appropriate repairs are made to maintain resident clothing to be free from rips, tears and missing buttons.
- Distributes clean laundry, linen and garments daily.
- Ensures that new clothing is marked according to P&P.

J. Personnel Functions

- Meets with household staff on a regularly scheduled basis to assist in identifying and correcting problem areas, and/or to improve service.

- Cooperates with other household staff to ensure that services can be adequately maintained.
- Assists with orientation of new staff.
- Provides input for performance evaluations as requested.

K. Performance Improvement Functions

- Seeks resident/family evaluation of service.
- Helps to identify quality indicators to be used in the on going monitoring of the performance of the household.
- Alters practice when needed as indicated by results of PI monitoring.
- Participates in facility surveys made by authorized government agencies as required.
- Serves on councils, committees, teams as requested.
- Recognizes problems and shares concerns/information with household staff demonstrating a willingness to help solve the problem.

L. Education/Personal Functions

- Demonstrates a willingness to learn.
- Demonstrates commitment to growth of residents, families, staff and others.
- Meets education requirements to maintain certification and licensure.
- Shares knowledge and skills through participation in inservices, orientation of new staff and day-to-day interactions with staff.

IV. Secondary Accountabilities Additional duties as assigned.

V. Physical Demands - see attached

VI. Mental Demands

Is able to work with frequent interruptions, be able to distinguish priorities in resident care and follow through with them, Must be able to handle difficult and emotionally upsetting circumstances which involve the resident and/or family members.

VII. Equipment Used

- General Kitchen equipment: oven, microwave, stovetop, refrigerator, coffee maker, etc.
- General Housekeeping equipment: housekeeping cart, mop, vacuum, etc
- Clerical Equipment: copier, computer, telephone, etc
- Nursing Care Equipment: lifts, scales, B/P cuff, thermometers, alarms, etc.