



## **Job Description Care Partner Concierge**

**Reports to:** Neighborhood Coordinator

**Hours:** Assigned

### **Purpose of Position**

Care Partner Concierge, as part of the direct service team, is responsible for assisting residents in maintaining their optimal level of functioning. He or she must understand and carry out the wellness, holistic philosophy of Jennings. The Care Partner Concierge must have a personal commitment to promote and advocate dignity, respect, individual rights, and a feeling of self-worth for each resident. The duties will encompass the areas of life enrichment, dining service, personal care, laundry, and housekeeping, but will not be limited to those areas. She or he must have the ability to work independently and cooperatively with other disciplines and departments at Jennings. Flexibility in adapting to the changing needs of the residents is important.

### **Essential Qualifications**

- ❖ Completion of a State Approved 75 hour Nurse Aide Training Program within 4 months of starting date; passing grade on the State Competency examination; good standing on the Nurse Aide Registry.
- ❖ Minimum high school education or GED; ability to read, write, and carry out instructions.
- ❖ Must be emotionally mature and demonstrate sound judgement.
- ❖ Must be flexible, patient, caring, and have a sense of humor.
- ❖ Must be reliable and responsible.
- ❖ Must have the communication skills necessary to work with residents, families, and colleagues as a team member.
- ❖ Must demonstrate sensitivity to, empathy for, and an interest in older adults and those with cognitive impairments.
- ❖ Must maintain positive working relationships with personnel from all departments.
- ❖ Must be self-motivated and detail oriented.
- ❖ Must be physically able to bend, push, lift, stand extensively, and perform assigned responsibilities. A physical exam is required upon employment.
- ❖ Must attend all in-service education sessions, seminars, demonstrations, and workshops assigned or available, as pertinent to this job description.
- ❖ Must seek information and instruction for those activities and procedures not understood, and for those experiences about which you are unsure.
- ❖ Must observe basic principles of personal hygiene and infection control.
- ❖ Must understand the general aging process and how it affects the resident physically, emotionally, mentally, spiritually, and socially.

## Essential Functions

1. Understand and appreciate the physical and mental changes that occur with aging and the implications of these changes in providing and maintaining a holistic approach in all areas of assistance to the resident.
2. Assist the residents in maintaining a psychosocial support system by planning, directing, and implementing activities and social interaction both independently and under the leadership of the Assisted Living Life Enrichment Coordinator.
3. Assist residents in maintaining personal appearance / hygiene and physical functioning / health and wellness under the leadership of the Neighborhood Coordinator or Community Leader.
4. Use task breakdown technique, in order to give clear directions while assisting residents.
5. Communicate with residents in a simple, concise, and adult / dignified manner.
6. Provide orientation to residents, as needed.
7. Observe residents for physical, cognitive, behavioral, and social changes, and report to supervisor(s) immediately.
8. Participate in the development and implementation of resident health wellness plans.
9. Welcome / orient / track new residents following established protocol.
10. Communicate with the team to facilitate coordinated services and care for the resident.
11. Accept and give shift report.
12. Wear pagers at all times, ensuring that they are turned on and in good working order.
13. Secure call system in correct places in assigned rooms.
14. Observe all residents by performing frequent checks during the assigned shift answer emergency call system promptly; assist with all emergencies.
15. Assist with maintaining a safe and clean environment by being aware of hazards and removing them as needed.
16. Follow fire and disaster procedures (after demonstration and instruction) and participate in all drills.
17. Be alert to fire hazards and observe and enforce the non-smoking facility policy.
18. Perform serving duties in the resident dining room at breakfast, lunch, and dinner. This includes, but is not limited to: waiting on tables and supervision during the meal, clearing after the meal (clearing the dining room and pantry), and set-up for the next meal.
19. Order and deliver trays for room meal service when directed by the supervisor and remove trays from room.
20. Assist with personal care of resident, as needed. This includes combing hair, filing nails, painting nails, cutting up food.
21. Assist with incontinence care when required.
22. Remind residents of, assist with, lead, and promote Life Enrichment programs and social gatherings.
23. Assist residents in preparing for family outings and / or visits and outside community events and appointments.
24. Encourage and promote socialization among residents.
25. Take personal responsibility and initiative in exceeding the service expectations of residents and their families.
26. Escort residents within the building or campus by ambulation or with use of assistive device(s).
27. Ensure that rooms are neat and clean by properly making beds, filling water pitchers, and straightening up as needed.
28. Perform light housekeeping chores (i.e. organize closet, drawers), or any others that are important to the resident's health, safety, and sense of well-being.
29. Maintain and clean facility and resident equipment and equipment storage areas.
30. Support facility policies and procedures.
31. Treat information regarding residents, families, and staff in a confidential manner.

32. Adhere to the facility's dress code (uniform, shoes, nametag, simple jewelry, appropriate hairstyle) and conduct code (positive attitude, professional communication, and fun factor).
33. Respect and uphold the religious practices of the facility.
34. Participate in education programs.
35. Bring all concerns to your immediate supervisor as soon as possible either verbally or through written documentation.
36. Be an active participant in all decisions related to resident health and wellness and service quality.
37. Observe the policies and rules of the facility, as described in the staff handbook.
38. Follow the Home's safety program.
39. Follow Resident's Rights policies at all times.
40. Come to work as scheduled and consistently demonstrate dependability and punctuality.
41. Accept assigned duties in a cooperative manner.
42. Understand and comply with the Corporate Compliance Program.
43. Know, understand, and exemplify the Mission and Values of Jennings Center for Older Adults: Respect, Compassion, Community, Discovery of Potential, and Celebration of Life.
44. Perform other related duties as directed.

### **Physical Requirements**

Occasionally lifts and carries equipment and supplies weighing 25 pounds. Occasionally twists, stoops, bends, kneels, squats, and climbs stairs. Frequently reaches above or below shoulder height. 90% of workday is spent indoors, 50% of day is spent walking, 30% standing, and 20% sitting. Occasionally lifts and transfers residents weighing an average of 150 pounds.

I have read and understand the above job description.

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Signature

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Date