

Job Description

Residential Care Assistant (RCA/CCA) – Hillsvie Acres

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The Residential Care Assistant (RCA/CCA) is a valued member of the collaborative team and contributes to the provision of high quality, safe, compassionate and efficient care to meet the needs of the residents consistent with the Mission and the Philosophy of Hillsvie Acres.

The Residential Care Assistant, within their educational preparation, is responsible for assessing and supporting resident's Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL) and works under the direction of the Director of Resident Care and/or the Licensed Practical Nurse (LPN).

The Residential Care Assistant is responsible and accountable for accepting assigned tasks they are competent to perform and to communicate when they do not feel competent to complete the assigned task; the RCA receives minimal direct supervision. During after-hour shifts, RCAs are the only staff in the facility and are responsible for independent decision making around resident care, as well as the management of incidents and physical surroundings. It is necessary to know when to call the supervisor for consultation. There is a supervisor on call 24/7.

Performing the tasks identified within their scope of employment will allow other health care providers to focus on the duties and responsibilities within their job profiles and their scope of practice.

MAJOR RESPONSIBILITIES

(In collaboration with the care team) and (allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
Resident Care • Provide safe, competent and ethical care by demonstrating a resident-focused philosophy of care approach. • Support, protect and safeguard the resident's rights and interests. • Participate in all aspects of resident care to ensure the physical, psychological, social and spiritual needs of each resident are met under the direction of the LPN and/or Director of Resident Care.	70%

Description	Approximate Time Spent (%)
• Utilize therapeutic communication by establishing a working relationship with residents/families and coworkers for the purpose of meeting resident needs; ensuring respect, dignity, individuality of each resident and staff member. • Deliver effective and efficient care that promotes resident/family choice and acknowledges the resident's strengths, limitations, as well as their need for safety and the safety of other residents and staff. • Oral and topical medication management/administration including narcotics: includes doing the second check of medications; preparation of medications for administration; responsibilities range from client specific administration to responsibility for medication administration to all residents in the Home; and includes assessment, administration and evaluation of effectiveness of medications. • Assist with resident admissions, transfers, outings, perform regular routine checks, maintain and improve skin integrity, specimen collection and respiratory care (ie., oxygen). • Provide advanced or delegated tasks (ie., simple dressing change, clean wounds, application of compression stockings, enemas, hot/cold pack application, etc.) and reinforcing resident teaching to respond to the resident needs. • Implement established Physiotherapy, Occupational Therapy programs that are within the ability/skill/scope of the RCA, (ie., ambulation, functional mobility, exercises).	
Compliance • Perform the responsibilities of the position within the legislative and regulatory standards set out in the applicable Provincial Long-Term Care Requirements. • Identify resident needs and expectations as outlined in the job description for scope of employment. • Respond to requests efficiently and effectively. Seek support/feedback to develop clear understanding of resident needs and outcomes. • Participate in continued quality improvement by: participating in continuing education relevant to department and long-term care, to ensure skills and abilities are maintained and enhanced by attending in-services, workshops, books and video viewing; provide constructive ideas and solutions to problems and challenges; prudent use of resources; review resident/family satisfaction survey results; and review resident council meeting minutes. • Ensure compliance with <i>Protection of Persons in Care Act</i>.	10%
Documentation • Participate with other team members in formulating, delivering and reporting the daily resident care needs and personal preferences by: gathering and documenting pertinent data related to resident care; seeking	10%

Description	Approximate Time Spent (%)
direction from LPN/Director of Resident Care; observing residents for any changes and report/document changes; and assessing behaviours and activities of daily living and reporting in oral and/or written form at designated times. • Perform and record vital signs, height and weight, and intake/output readings, such as O₂ and adjusting the care plan and reporting the results to the LPN/Director of Resident Care as necessary. • Participate in resident care conferences, providing current information on residents for care plan updates. • Maintain clear, concise and accurate record keeping.	
Occupational Health & Safety • Maintain knowledge of and work in accordance with facility policies and procedures relating to Disaster and Fire, Infection Control, and Occupational Health and Safety, WHMIS, etc. • Maintain knowledge of and demonstrate the safe use and care of equipment and supplies in the provision of resident care. • Protect own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, attend tool box meetings and review meeting minutes. Follow all guidelines for employees as legislated under the Nova Scotia Occupational Health and Safety Act.	5%
Supportive/Administrative Tasks • Create a facility environment that protects confidentiality of residents, staff and activities of Hillsview Acres. • Demonstrate initiative to meet resident needs consistent with the resident-focused team approach by establishing and maintaining a home-like environment. • Receive all sick calls of staff in absence of LPN/Director of Resident Care and provide appropriate staff replacement. Adjust assignments, if required, in accordance with the skills of the casual staff. • Participate in all regular department, general staff meetings and in the orientation of new team members.	5%

***Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

MINIMUM QUALIFICATIONS

(Must Have)



Education (degree/diploma/certifications):

- Grade 12 diploma
- CCA course completion or willingness to complete within 2 years of date of hire.

Experience:

- Experience in health care and social services sector, working with individuals with special needs, preferably in long term care setting.

Knowledge/Skill/Ability:

- Pre-employment vulnerable sector check required (current within 6 months)
- Food Safety Awareness Certificate
- First Aid & CPR Certificate
- Crisis Intervention Certificate
- WHMIS Certificate
- Good oral and written communication skills
- Must have sound interpersonal, problem solving and organizational skills
- Compassion, integrity, maturity, respect and a positive attitude are essential attributes
- Previous experience in senior care, group home, caring for a family member/friend will be considered an asset

Accountable Practice

- Know what aspects of resident care they are able to perform, those they are not able to perform and when to seek guidance/direction
- Follow employer's policies, procedures and related protocols/guidelines
- Document/report the care provided in keeping with the employer's policies
- Understand your own values, attitudes and your effect on establishing successful resident/caregiver relationships
- Demonstrate an ability to learn about the implication of each resident's disease, disorder, condition or personal circumstance and to adapt as appropriate to effectively implement the care plan
- Work as a member of the care team by respecting and acknowledging the roles of all those within the healthcare system to contribute to safe, competent and ethical care

WORK CONDITIONS



Contacts and Nature of Interactions

Frequency Legend			
Constant – every day for most of the day	Occasional – bi-weekly to monthly		
Frequent – daily	Rare – once in a while		
Regular – weekly			
Contact (Title)	Internal / External	Frequency	Nature of Interaction
Recreation Director		Occasional	Support the attendance and participation of residents in the recreation programs; provide care as needed during programming
Management		Regular	Update and communicate current needs of residents and/or the nursing department
Nursing Staff		Constant	Communicate and work effectively with care members to support resident care needs
Dietary Staff		Frequent	Request support for residents' dietary needs
ESW/Maintenance		Frequent	Request for additional ESW support (ie., spills, clean up, room organization)
Family and Visitors		Regular	Assist with needs for the resident; provide guidance for visitation as necessary.

Interactions with contacts are generally courteous and collaborative, although occasional exposure to rudeness or conflict may occur.

Work Demands

This position spends approximately:

- 95 % of the time indoors
- 5 % of the time outdoors
- 0 % of the time driving a vehicle during work

Physical effort:

- Ability to perform shift work in a 24-hour day, 7-day week operation.
- Physically demanding role which includes lifting, walking, standing, pushing carts or wheelchairs, bending, and/or turning, etc.
- Physical ability to perform repetitive tasks, lift, squat, bend, stand and walk as required to perform the duties of the position.

Mental effort:

- Active listening and observation skills are required.
- Demonstrated ability to work on a regular and consistent basis.
- Actively demonstrate an interest in engaging with a variety of residents, family, visitors and co-workers.
- Work within an environment which can change at any moment and be prepared to adapt to these situations in a respectful and understanding manner.
- Mental capabilities to perform the duties of the position such as dealing with stressful situations relating to agitated, confused, aggressive or challenging behaviours of residents.
- Will seek support appropriately from other health care providers/supervisor.

Hours of work:

- 0700-1900, 1900-0700, 0700-1500, 1500-2300, 2300-0700
- Shifts include day shift; night shift, and weekend shifts

Work Location:

- ☒ On-site (100% of work performed on-site)
- ☐ Hybrid (Combination of on-site and remote work)
- ☐ Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training and collaboration opportunities on-site. Appropriate notice will be provided.

POSITION CLASSIFICATION
(Where this position fits)



Position Title: Residential Care Assistant (RCA/CCA) – Hillsvue Acres	Division:
Department: Hillsvue Acres, Home for Special Care	Classification: Casual (Non Union)
Positions Supervised Directly: None	Reports to (Direct): Director of Resident Care or designated Licensed Practical Nurse (LPN)
Salary Grade: \$18.36 - \$19.83 hourly (without CCA certificate) \$22. 56 - \$24.46 hourly (with CCA certificate)	Positions Supervised Indirectly: None
Hours per week: No guaranteed hours	Work Location: On site – Hillsvue Acres
Effective Date: June 28, 2022	Revision Date: August 11, 2025