

CADIA REHABILITATION JOB DESCRIPTION HEALTHCARE HOSPITALITY AIDE

Name: _____ FLSA: Hourly

Reports to: Director of Nursing, Assistant Director of Nursing, Unit Manager, RN Supervisor/Staff Nurse

Position Summary

As a Healthcare Hospitality Aide, you are responsible for providing support and excellent customer service to residents while they are rehabilitating under the supervision of licensed staff. You will work in conjunction with clinical staff to meet all non-clinical needs.

Job Functions

Every effort has been made to identify the essential function of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of this position,

Duties and Responsibilities

Administrative Functions

Report all accidents and incidents you observe on the shift that they occur.

Report any maintenance or housekeeping requests to supervisor.

Personnel Functions

Assist with transporting residents to visits and/or activities

Label and pass water cups.

Pick up trash from resident rooms and ensure liner is replaced in empty can

Remove soiled linen and trash from baskets when full and move to soiled linen room

Tidy bedside tables

Maintain stock on floors and in rooms and replace when required (tissues, gloves etc)

Ensure new admissions room is clean and ready

Greet new admissions

Report off to a clinical staff member and nurse when leaving the unit.

Perform all assigned tasks in accordance with our established policies and procedures, and as instructed by your supervisors.

Follow work assignments, and/or work schedules in completing and performing the assigned tasks.

Cooperate with inter-departmental personnel, as well as other personnel to ensure that nursing services can be adequately maintained to meet the needs of the residents.

Create and maintain an atmosphere of warmth, personal interest and positive emphasis, as well as calm environment throughout the unit and shift.

Report all complaints and grievances made by the resident immediately to Unit Manager or Supervisor

Notify the facility when you will be late or absent from work by calling 302-478-8889 and ask for a supervisor.

Report occupational exposures to blood, body fluids, infectious materials, and hazardous chemicals to your supervisor.

Add: Provide 1:1 comfort care to residents who are anxious or high fall risks.

Personal Nursing Care Functions

Upon arrival, check in with Unit Manager or Supervisor in the event of special instructions.

Follow established policies concerning exposure to blood/body fluids.

Put extra covers on beds as requested.

Assist in transporting residents to/from appointments, activity, and social programs, and dining room, visits, etc., as necessary.

Answer resident call bells promptly and assure call bell is left with the resident.

Ensure that residents who are unable to call for help are checked frequently.

You are NOT authorized to conduct any care, toileting, transfers, feeding or ADLs

Food Service Functions

Prepare residents for meals (i.e., wash hands, comb hair, raise bed, position tables, place bibs, take to/from the dining room, etc.

Serve and collect food trays and

Collect meal tickets

Assist residents with identifying food arrangements (i.e., informing resident with sight problem of foods that are on his/her tray, where it is located, if it is hot/cold, etc.)

Staff Development

Attend and participate in scheduled training and educational classes.

Attend and participate in scheduled orientation programs and activities.

Attend and participate in annual OSHA and CDC in-service training programs for hazard communication, TB management, and blood borne pathogens standard.

Safety and Sanitation

Participate in appropriate in-service training programs prior to performing tasks that involve potential exposure to blood/body fluids.

Wash hands before and after performing any services on resident.

Keep the nurses' call bell system within easy reach of the resident.

Immediately notify the Nurse Supervisor/Charge Nurse of any resident leaving/missing from the facility.

Follow established safety precautions in the performance of all duties.

Keep resident's personal possessions off of the floor and properly store.

Label Resident Personal Bins

Keep floors dry. Report spills immediately.

Keep excess supplies and equipment off the floor and properly stored. Store in designated areas.

Report all hazardous conditions and equipment to the Nurse Supervisor/Charge Nurse immediately.

Report any safety violations.

Follow established smoking regulations. Report all violations.

Report any communicable or infectious disease to the Director of Nursing Services and/or to the Infection Control Coordinator.

Follow established isolation precautions and procedures.

Wash hands before entering and after leaving room/area.

Follow established procedures in the use and disposal of personal protective equipment.

Report missing/illegible labels and MSD to your supervisor.

Duties and Responsibilities (continued)

Equipment and Supply Functions

- Use only the equipment you have been trained to use.
- Operate all equipment in a safe manner.
- Use only the equipment and supplies necessary to do the job. Do not be wasteful.
- Report defective equipment to the Nurse Supervisor/Charge Nurse.
- Inform the Nurse Supervisor/Charge Nurse of your equipment and supply needs.

Residents Rights

- Maintain the confidentiality of all resident care information
- Ensure that you treat all residents fairly, with kindness, dignity, and respect.
- Knock before entering the resident's room (SKATE – Stop, Knock, Ask To Enter)
- Report all grievances and complaints made by the resident to the Nurse Supervisor/Charge Nurse.
- Report all allegations of resident abuse and/or misappropriation of resident property.
- Honor the resident's refusal of treatment request. Report such requests to your supervisor.

Working Conditions

1. Works throughout the nursing service area (i.e., drug rooms, nurses' stations, resident rooms, etc.).
2. Moves intermittently during working hours.
3. Is subject to frequent interruptions.
4. Is involved with residents, personnel, visitors, government agencies/personnel, etc., under all conditions and circumstances.
5. Is subject to hostile and emotionally upset residents, family members, personnel, and visitors.
6. Communicates with nursing personnel and other department personnel.
7. Works beyond normal working hours, on weekends and holidays, and in other positions temporarily, when necessary.
8. Is subject to call-back during emergency conditions (i.e., severe weather, evacuation, post-disaster, etc.).
9. Attends and participates in continuing educational programs.
10. Is subject to injury from falls, burns from equipment, odors, etc., including **TB, AIDS, and Hepatitis B** viruses.
11. May be subject to the handling of and exposure to hazardous chemicals.

Specific Requirements

1. Must be able to read, write, speak, and understand the English language.
2. Must possess the ability to make independent decisions when circumstances warrant such action.
3. Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel, and the general public.
4. Must possess the ability and willingness to work harmoniously with other personnel.
5. Must have patience, tact, a cheerful disposition, and enthusiasm; as well as the willingness to handle difficult residents.
6. Must be willing to seek out new methods and principles and be willing to incorporate them into existing nursing practices.
7. Must be able to relate information concerning a resident's condition.
8. Must not pose a direct threat to the health and safety of other individuals in the workplace.

Physical and Sensory Requirements
(With or Without the Aid of Mechanical Devices)

1. Must be able to move intermittently throughout the workday.
2. Must be able to speak and write the English language in an understandable manner.
3. Must be able to cope with the mental and emotional stress of the position.
4. Must be able to see and hear or use prosthetics that will enable these senses to function adequately to ensure that the requirements of this position can be fully met.
5. Must function independently and have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and support agencies.
6. Must meet the general health requirements set forth by the policies of this facility which include a medical and physical examination.
7. Must be able to relate and work with the ill, disabled, elderly, emotionally upset, and, at times, hostile people within the facility.
8. Must be able to push, pull, move, and/or lift a minimum of 50 pounds to a minimum height of 3 feet and be able to push, pull, move, and/or carry such weight a minimum distance of 5 feet.
 9. May be necessary to assist in the evacuation of residents during emergency situations.

Acknowledgement

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of **Healthcare Hospitality Aide** and agree to perform the identified essential functions in a safe manner and in accordance with the facility's established procedures. I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants (including tobacco smoke), and hazardous chemicals and that the facility will provide to me instructions on how to prevent and control such exposures. I further understand that I may also be exposed to the Hepatitis B Virus, and that the facility will make available to me, free of charge, the Hepatitis B vaccination.

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will by either the facility or myself and that such termination can be made with or without notice.

Date

Signature – Healthcare Hospitality Aide

Date

Signature – Director of Nursing/Designee