



Riverwood Square

ADMINISTRATION MANUAL			
SUBJECT: Job Description Supportive Housing Companion			PAGE: 1 of 3
DEPARTMENT: Resident Services Harmony Court		EFFECTIVE: November 2010	

Position Title:

Supportive Housing Companion

Position Summary:

The Supportive Housing (SH) Companion is a multi functional worker who provides support and supervision to individuals in Supportive Housing, promoting independence, dignity and self esteem within a safe and secure environment. The SH Companion supports residents through cueing, reminders and assistance with a variety of everyday tasks. The SH Companion encourages and supports social and leisure activities helping to keep tenants active, happy and engaged.

Responsible to / Reports To:

Resident Services Manager, Resident Services Supervisor

Qualifications:

- **Education**
 - High school diploma or equivalent preferred
 - Food Handling Certificate may be required
 - WHIMIS Training an asset

- **Experience**
 - Life and work experience in working with older adults preferred
- **Knowledge, Abilities and Skills / Key Competencies**
 - Effective written and oral communication skills in English
 - Ability to work independently and safely with minimal supervision
 - Must be flexible and able to adapt to change on a day to day basis
- **Criminal Record check required (including Vulnerable Persons / Abuse registry check)**

Position Duties and Responsibilities:

1. Quality Resident Service

- Provides cueing, direction and assistance as needed with personal supports, hygiene and safe ambulation.
- Provides cueing and reminders to assist residents in toileting.
- Provides cueing and direction for self-management of incontinence.
- Provides medication reminders from pre-measured, pre-packaged medication and assist with non-prescription medications as needed.

2. Environmental Services

- Ensures resident's suite and common area(s) are maintained in a safe, clean and comfortable condition, encouraging resident participation as appropriate.
- Participates in the delivery and service of meals and snacks to residents within a relaxed and pleasurable dining environment.
- Encourages residents to participate in set up, delivery and clean up where appropriate.
- Ensures safe food handling practices as per policy.
- Performs laundry duties as assigned and assists residents with personal laundry as needed.

3. Social Environment

- Conducts and encourages meaningful social and recreational activities, respecting individual choice.
- Encourages participation, respecting individual choice.

4. Health and Safety

- Provides a safe environment for the residents by ensuring adherence to workplace safety and health regulations as well as site policies and guidelines.

5. Administrative

- Adheres to provincial and federal regulations, as well as site policies and guidelines, regarding confidential and personal information.
- Communicates (both verbally and written) to the appropriate staff member/supervisor all relevant information regarding the resident and/or family as well as environmental concerns
- All staff are responsible for ensuring the safe, economical and efficient use and maintenance of resources, equipment and supplies.
- All staff must adhere to site policies and procedures.

6. Interpersonal Skills

- Uses a respectful, courteous, caring, understanding and empathetic approach to guide their words, actions and attitude.

- Promotes the site in a positive manner demonstrating a commitment to its service excellence.
- Builds and maintains friendly, reciprocal and warm relationships with individuals and groups
- Assists residents in a manner that preserves dignity and promotes independence.
- Listens, understands and responds appropriately when interacting with the resident, resident's family and visitors
- Works effectively within a team environment
- Works collaboratively with supervisory/management staff.

7. Continuing Education

- Assumes personal responsibility for maintaining and enhancing current skills.
- Shares learned knowledge and skills with peers.

8. Other duties

- Other duties as assigned