 <b>Lindenwood</b> Retirement Living	<b>JOB DESCRIPTION</b>		
	<b>Policy Name:</b>	<b>Policy Section &amp; Number:</b> <b>Section 2 – Human Resources</b>	<b>Page</b>
	<b>Position Name:</b>	Resident/Building Attendant	
	<b>Division/Department</b>	Administration	
	<b>Reports to:</b>	Executive Assistant	
	<b>Issued By:</b>		Authorized:
	<b>Date Issued:</b>		Supersedes:

Winnipeg Mennonite Seniors Care Inc. (WMSCI) is a private, not-for-profit Christian agency supported by 8 Mennonite Churches. Our Mission is to provide a continuum of high standard housing options and support services for seniors in a caring Christian community.

In keeping with the Mission and Values the incumbent demonstrates a commitment to and belief in Christian values and providing the best care, safety and security to the seniors we serve.

**POSITION ABSTRACT:**

Under the direction of the Executive Assistant, the Resident/Building Attendant is first and foremost responsible for the safety and security of all residents in the facility. They are also responsible for providing administrative services. They are responsible for providing these services in an effective and efficient manner to ensure that company operations are maintained.

**QUALIFICATIONS:**


Current CPR and First Aid as well as a Health Care Aid Certificate from a recognized Canadian institution are an asset. Experience working with seniors and/or in a health related field is a definite asset. Related practical training in the maintenance field an asset.

**KNOWLEDGE, SKILLS, ABILITIES**

Personal Attributes

The incumbent must demonstrate a passion and commitment to the business of WMSCI. They must also demonstrate the following personal attributes:

- Act in a manner that displays a professional image for the residents, families, and any other guests that may enter the building.
- Be honest and trustworthy
- Be respectful
- Establish and maintain positive and professional relationships with coworkers, residents, and visitors in a culturally diverse workplace.
- Be flexible
- Demonstrate sound work ethics

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- Maintain excellent attendance

### Knowledge

The incumbent must have proficient knowledge in the following areas:

- Ability to respond calmly and efficiently in an emergency
- Ability to relate in a kind and caring way to all residents and their families
- Ability to maintain a high level of accuracy and confidentiality


### Skills

The incumbent must demonstrate the following skills:

- Excellent interpersonal skills
- Team building skills
- Analytical and problem solving skills
- Decision making skills
- Effective verbal and listening communication skills
- Attention to detail and high level of accuracy
- Very effective organizational skills
- Effective written communication skills
- Computer skills including the ability to operate spreadsheet and word processing programs
- Time Management Skills
- Ability to communicate effectively in the English language


### **DUTIES AND RESPONSIBILITIES:**

1. Safety and Security
  - To maintain overall responsibility for the care and welfare of the residents as directed by the Executive Director
  - To conduct regular patrols of all four WMSCI buildings, internally and externally to ensure
    - a. All doors and windows are locked and secure
    - b. All non-essential lights are off
    - c. All common area doors are closed (as per fire code)
    - d. The grounds and parking lot are safe and secure
    - e. The building is generally safe and secure
    - f. Any other items on the building checklist are completed
  - To assist residents as needed by helping them:
    - a. Feel Safe and secure

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- b. Receive support and direction if they are anxious and/or confused
  - c. Contact family or relevant persons if necessary
  - d. An escort to and from their vehicles when needed
  - e. To provide Health Care related assistance when required
- To check on particular residents throughout the shift as directed by the Executive Director or designate
  - To assist residents with non-emergency situations where appropriate
  - To monitor the alarm system, and respond to security breaches or alarm situations
  - To inform trespassers or rule infractions such as loitering, smoking, etc. and contact emergency responders such as police fire and ambulance personnel as required
  - To respond to minor maintenance needs on an emergency basis when needed (e.g. broken toilet, accidental spillage, needed lighting, etc)
  - To be responsible for the care and monitoring of the security monitoring system.
2. Emergency Response
- To respond to any resident personal emergency or facility emergency
  - To provide first-responder duties for Victoria Life Line as approved by the Executive Director
  - To respond to emergency evacuation duties if necessary
3. Administrative Duties
- To review the duty notes and daily message notes immediately upon arriving for shift.
  - To maintain records or logs and document any after-hour incidents and inform relevant management staff
  - To monitor switchboard and take messages
  - Assist the Resident Care Director by receiving sick calls and finding replacements for the shifts.
  - To assist in the setting up and taking down of tables, chairs, etc when needed for day time activities.
  - To provide entrance for various service personnel when needed (e.g. shaw cable, hydro, elevator maintenance, etc.)
  - To be responsible for tracking and monitoring daily garbage check protocol
4. Assist other departments and perform other duties as approved and directed by the Executive Assistant.

**WORKING CONDITIONS:**

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The work is a mix of sedentary and active requiring minimal exertion to move materials weighing up to 5 kg (10 lbs) on a regular basis and up to 11 kg (25 lbs) on an occasional basis.

Usual office conditions. The noise level in the work environment is typical of most office environments.

**CONDITIONS OF EMPLOYMENT**

A criminal records check with Vulnerable Sector Search is required

**NOTE:** This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.

**ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION**

I have received a copy of the Job Description and have read and understand its contents.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature