

**NEWALDAYA LIFESCAPES
JOB DESCRIPTION
DIRECT SUPPORT ASSOCIATE
CCDI**

NAME: _____

DATE OF HIRE: _____

JOB SUMMARY

The Direct Support Associate is a vital member of the NewAldaya family. The primary purpose of your position is to perform the day-to-day activities of the Facility Services Department in accordance with current Federal, State and local standards, guidelines and regulations governing our facility. You report directly to the Facility Service Coordinator to assure that our facility is maintained in a clean, safe and comfortable manner while enhancing resident's daily lives in a homelike environment.

All NewAldaya Lifescapes staff working in the CCDI Unit will be oriented to the needs of people with chronic confusion or dementing illness. Staff will have special training appropriate to their job description within 30 days of being hired or assigned to the CCDI Unit. The orientation shall be at least six hours which include the following topics: explanation of the disease or disorder, symptoms and behaviors of memory-impaired people, progression of the disease, communication with CCDI residents, adjustment to CCDI residency and their families, inappropriate and problem behavior of CCDI unit or facility residents and how to deal with it, activities of daily living for CCDI residents, handling combative behavior and stress reduction for staff and residents.

DELEGATION OF AUTHORITY

As a Direct Support Associate you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assure that assigned work areas are maintained in a clean, safe, sanitary comfortable and attractive manner.
- Report all accidents/incidents to your supervisor no matter how minor they may be.
- Assure that established infection control and universal precautions practices are maintained when performing housekeeping procedures.
- Report all hazardous conditions or equipment to your supervisor.
- Follow established safety policies and procedures when performing tasks and using equipment and supplies.
- Dispose of refuse daily throughout the facility in accordance with our established sanitation procedures.
- Keep work/assignment areas free of hazardous objects, such as protruding mop/broom handles, unnecessary equipment, supplies, etc.
- Maintain the confidentiality of resident information and honor the residents' personal and property rights.
- Report all changes in the residents' condition to the staff/charge nurse as soon as possible.
- Involve the resident/family in activity programs when possible.

- Be an active member of your household.
- Follow the care plan in providing daily activities for the resident.
- Ensure that resident rights are honored by knocking before entering a resident's room.
- Ensure that you treat all residents fairly and with kindness, dignity and respect.
- Create and maintain an atmosphere of warmth, personal interest and positive emphasis, as well as a calm environment throughout the unit and shift.
- Keep the call light button within easy reach of the resident.
- Assist residents to and from meals as needed. Serve food trays. Assist with feeding per care plan or through buffet line when appropriate
- Assist residents in preparing for activity and social programs.
- Answer resident call lights in a timely manner.
- Interact with residents and associates to enhance daily lives.
- Provide fresh water and/or ice to residents per care plan.
- Assist residents with ADL's (activities of daily living) as assigned.
- Attend departmental meetings as directed or called.
- Attend and participate in in-service educational classes, on-the-job training programs, etc., as scheduled or as directed. (Minimum 10 hours per year)
- Adhere to the NewAldaya dress code.
- All other duties deemed necessary.
- Clean/polish furnishings, fixtures, ledges, room heating/cooling units, and residents' personal equipment (i.e. - humidifiers) etc., in resident rooms, and all other areas throughout the facility, daily as instructed.
- Clean, wash, sanitize and/or polish bathroom fixtures. Assure that watermarks are removed from fixtures.
- Clean windows/mirrors in residents' rooms, recreational areas, bathrooms, and entrance/exit ways.
- Clean floors, to include sweeping, dusting, damp/wet mopping, disinfecting, etc. (NOTE: Assure that the appropriate caution/safety signs are properly set up prior to performing such duties.
- If assigned to floor care, clean floors to include stripping, waxing and buffing and operating appropriate floor care equipment. (NOTE: Assure that the appropriate caution/safety signs are properly set up prior to performing such duties.)
- If assigned to floor care, clean carpets with appropriate equipment following all applicable safety precautions
- Clean carpets, to include vacuuming, shampooing, deodorizing, and disinfecting.
- Clean walls, ceilings by washing, wiping, dusting, spot cleaning, disinfecting, deodorizing, etc.
- Remove dirt, dust, grease, film, etc., from equipment and all surfaces using proper cleaning/disinfecting solutions.
- Clean hallways, stairways, and elevators, as assigned.
- Discard waste/trash into proper containers and reline trash receptacle with plastic liner.
- Thoroughly deep clean vacated rooms as assigned and check them daily.
- Assure that work/assignment areas are clean and that equipment, tools, supplies, etc., are properly stored at all times as well as before leaving such areas for breaks, meal times, and end of the work day.
- Perform terminal cleaning procedures as instructed when a resident is discharged and/or transferred to another room/area.
- Keep supervisor informed of supply needs.
- Report burned out light bulbs, exit lights, overhead lights, fluorescent lights, room call lights, etc.,

to maintenance as soon as practical.

- Assist others in lifting heavy equipment, supplies, etc., as directed or requested.
- Assure that an adequate supply of housekeeping supplies are maintained in utility/janitorial closets to perform daily tasks.
- Clean work/supply carts, equipment, closets, etc., as necessary or directed.
- Perform all assigned tasks in accordance with established housekeeping procedures.
- May be required to do personal laundry tasks when necessary.
- Make unoccupied resident beds when necessary.

WORKING CONDITIONS:

- Works in all areas of the facility.
- Sits, stands, bends, lifts and moves intermittently during working hours.
- Is subject to frequent interruptions and may need to reschedule cleaning activities.
- Communicates with and is involved with residents, co-workers, visitors, government agencies/personnel, etc., under all conditions and circumstances.
- Could be subject to hostile, emotionally upset and occasionally physically aggressive residents, or angry family members, etc.
- May be exposed to infectious waste, diseases, conditions, etc., including exposure to the HIV/AIDS and Hepatitis B viruses.
- Required to work on weekends and holidays.
- Communicates with other associates and other department personnel.
- Must be willing to work beyond normal working shifts and in other positions temporarily, when necessary.
- Attends and participates in continuing educational programs.
- May be subject to injury due to resident and facility care duties including exposure to dust, disinfectants and other work environment contaminants.
- May be required to work on shifts other than the one hired.

EDUCATION:

- Must possess a high school diploma or equivalent
- Licensed nurses, certified nursing assistants, certified medication aides, social workers, housekeeping and activity staff must complete a minimum of six (6) hours of in-service training annually. This training will be related to the needs of the CCDI residents. The six (6) hour training will count toward the required annual in-service training.

EXPERIENCE:

- On-the-job training provided.

REQUIREMENTS:

- Must be able to read, write and speak the English language in an understandable manner to residents, family members and associates.
- Must possess the ability to make independent decisions, follow detailed instructions, and accept

constructive criticism.

- Must possess good interpersonal communication skills and the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel, and the general public
- Must be a minimum of eighteen (18) years of age.
- Must be able to follow written and oral instructions concerning the mixture of cleaning compounds, liquids, cleaning instructions, etc.
- Must satisfactorily maintain the care and use of supplies, equipment, etc., and maintain the satisfactory appearance of laundry areas for sanitation, odor, and safety.
- Regular attendance is required.
- Must possess the ability to prioritize multiple tasks.
- Must satisfactorily complete Nutritional Assistant Program within 6 months of hire.

SPECIFIC REQUIREMENTS FOR CCDI STAFF

- Your attitude and body language communicate your feelings stronger than your words, so set a positive mood by speaking to the person in a pleasant and respectful manner.
- Staff must recognize that resident behaviors (both positive and negative) are a form of communication that may be triggered by physical, social and environmental factors.
- Instead of labeling people with dementia as having negative behavior or catastrophic outbursts, consider first that they just react to your approach.
- Staff will receive initial and ongoing training regarding triggers on environmental and behavior strategies as well as 6 hours of required training.
- Display patience, understanding, flexibility and creativity.
- You have the power and responsibility to make the resident and the family members meaningful.
- Building relationships with residents' families and fellow staff creating a special bond through life.
- Be able to recognize changing demands of residents and family members.
- Be able to problem solve.
- Understand and acknowledge each resident's life story.
- Be supportive of each other.
- Communicate with all involved coworkers, residents and families
- Do not be afraid to ask questions to the resident, family and other staff.
- Allow independence of residents and allow necessary time to complete tasks independently.
- Be organized, establish routines based on resident need, not staff convenience.
- Must allow the residents to have the opportunity to maintain and enhance their sense of dignity and self-esteem by engaging in meaningful social interactions throughout the day every day.
- Be able to validate and recognize emotions of family members and be supportive.
- Be able to listen.
- Must allow residents the opportunity to talk about their feelings.
- Use good communication skills to increase the chance of successful engagement.
- Pay attention to what you say and how you say it, there is value in the truth.

PHYSICAL REQUIREMENTS:

- Must be able to speak the English language in an understandable manner.

- Must be able to cope with the mental and emotional stresses attendant to a long term health care environment.
- Must be able to relate to and work with ill, disabled, elderly, emotionally upset, and at times, emotionally or physically hostile people within the facility.
- Must be able to move regularly throughout the workday.
- Must possess sight/hearing senses or use technical or medical assistance that will enable these senses to function adequately so that the requirements of this position can be fully met.
- May be necessary to assist in the evacuation of residents during emergency situations.
- May be required to lift, push, pull, and move equipment, supplies, etc., in excess of seventy five (75) pounds regularly throughout the work day.

ACKNOWLEDGMENT:

I have read and understand physical, mental and emotional requirements of this job. I hereby affirm that I am able to perform the essential duties of this job, with or without reasonable accommodations. If I encounter any need for a reasonable accommodation I will identify that need for my employer and I will enter into an interactive discussion on any reasonable accommodation. I also agree to provide any requested medical information which is job related and consistent with business necessity concerning any accommodation I may request. I have not knowingly withheld any information relating to these requirements.

Applicant Signature

Date