

**SECTION: ADMINISTRATION**

**TOPIC: JOB RESPONSIBILITIES**

**POLICY TITLE: FAMILY & CLIENT CARE COORDINATOR Day Away/Overnight**

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This position is responsible for the assessment of new clients introducing new clients and their family members to the programs of HCSS, and providing support to caregivers of clients in accordance with agency guidelines. This position ensures the provision of nursing care for the clients attending the Day Away and Overnight Relief Programs.

**DUTIES AND RESPONSIBILITIES:**

**Responsibility for Clients:**

- Receive referrals from multiple sources;
- Conduct assessments to determine eligibility and need for service for Day Away and Housekeeping services;
- Refer clients for completion of RAI CHA assessments as required.
- Refer clients and family/caregivers to Home Care Coordinators and other appropriate community resources
- Develop a plan of care for clients in consultation with team members;
- Prepare clients and/or families for discharge.
- Assist clients with recreational activities and personal care during the Day Away program and Overnight Relief Programs as required;
- Act as a resource for other staff members;
- Provide and/or delegate nursing care to clients attending Day Away/Overnight Relief.
- Transport clients to and from the program as required.
- Teach, delegate, assign and supervise medication administration and other controlled acts permitted under the RHPA

**Responsibility for Family/Caregiver Support:**

- Ensure ongoing communication and support with families/caregivers of clients;
- Provide information to family/caregivers regarding other support services in their community

**Responsibility for Volunteers/Students:**

- Assist in the recruitment of volunteers in conjunction with the Volunteer Recruitment Coordinator

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- Assist in the orientation of volunteers and students to the program and support them as they carry out their day to day assignments;
- Assist in the training of volunteers and students;
- Ensure supervision and completion of evaluations of students/special placements.

**Responsibility for Team:**

- Be respectful and show a professional and cooperative spirit with all members of the multi-interdisciplinary team.
- Participate in morning/afternoon huddles of staff and volunteers.
- Participate in Team meetings
- Participate with all team members in assessing client's needs and evaluating planned interventions/programs;
- Provide team members with appropriate information from families/ caregivers;
- Lead Discussions surrounding Day Away and Overnight Relief client admissions and discharges.
- Assist with orientation and training of new team members

**Responsibility for Administration:**

- Completion of admission, assessment and referral forms as per policy and procedure;
- Ensure client records are maintained and current (eg Kardex and Medication Administration Record)
- Gather statistics as required by the Team Leader/Programs Director.

**General Responsibilities:**

- Assist in the promotion of the services of HCSS, especially to health care professionals
- Seek ongoing education opportunities which will enhance knowledge pertinent to role
- Maintains privacy and confidentiality
- Complies with the Ontario Health and Safety Act and its associated regulations
- Completes mandatory annual on-line training courses

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.



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**QUALIFICATIONS:**

- Registered Nurse with current registration with the College of Nurses
- Current driver's license and reliable vehicle.
- Three to five years of experience working with the elderly and the physically challenged and their families.
- Awareness of community service delivery.
- Ability to contribute on a multi-functional team.

I have read and understand:

\_\_\_\_\_  
Signature of Incumbent

\_\_\_\_\_  
Date