Resident Care Coordinator (RCC)

Job Description

Reports to:  Director of Health Services

JOB SUMMARY: The Resident Care Coordinator is responsible for the coordination of resident medical services, such as, transportation to medical appointments, physician and specialist appointments, hospice, home health, x-rays, lab work, dialysis and therapy services. This position ensures that all resident medical records and documents are processed accurately and timely and then filed according to company policies and procedures. The Resident Care Coordinator is also responsible for the safe administration of medications, treatments and resident care duties in accordance with established policies and procedures, state and federal regulations and as directed by the Director of Health Services, to assure that the highest degree of quality resident care is maintained.

PRIMARY RESPONSIBILITIES:

Documentation, Communication, and Administration

1. Take and receive report from out/in going Medication Aide.
2. Maintain accurate, complete and confidential resident medication, treatment, and care records, according to company policies and procedures.
3. Assist nurse with receiving and processing resident admissions and readmits and discharges.
4. Compile new resident medical charts, thin charts into overflow files and dismantle discharged resident medical charts.
5. File resident medical paperwork in appropriate chart or other designated location.
6. Coordinate appointments and transportation for resident medical services.
7. Notify the supervisor on duty immediately when a resident becomes severely ill, injured, or presents with a change of condition.
8. Notify supervisor of any concerns or questions presented by the residents’ family members.
10. Communicate as needed with physicians, families, and other appropriate parties, concerning resident status, changes in status, need for appointment, etc.
11. Assist with staff hiring and training as directed by supervisor.
12. Assist nurse with inventory, ordering and stocking medical supplies.
13. Conduct weekly, monthly, quarterly Health Services Quality Assurance Audits, as directed by community Licensed Nurse and/or Executive Director.
15. Assist Director of Health Services with completion of the health services staff schedule, taking call offs, finding replacements and covering shifts.
16. Carry out other duties as assigned by supervisor.

Medication and Treatment Administration (when applicable)

1. Administer medications and treatments as assigned within the scope of practice, following the five “R”s: right resident, right time, right medication, right dose, and right route.
2. Take and record vital signs as ordered or otherwise necessary.
3. Monitor self-medication program of residents when ordered by the physician, or assigned by the nurse.
4. Follow infection control and safety procedures to protect resident and employee from exposure risk.
5. Notify a supervisor, at once, of any noted adverse reaction of medication or awareness of medication error.
6. Pass medications, staying with each resident until the medication is consumed.
7. Maintain upkeep and cleanliness of med carts and medication room.
8. Responsible for recording and/or restocking of medications from pharmacy after receiving proper instructions. Responsible for counting, locking, and storing narcotics.
9. Responsible for ordering new, routine, and cycle fill medications as ordered by physician.

Resident Care Services (when applicable)

1. Fill out Incident Report for resident and or staff when an incident occurs on shift and contact supervisor on duty.
2. Become familiar with and adhere to each resident’s individual service plan and assist in all care as needed along with completing care plan updates.
3. Assist with the review and compliance with the 24 hour book policy and guidelines.
4. Assist with resident activities, encourage, remind, and assist residents to participate in activities.
5. Assist with cleaning (or disinfecting) resident assistive appliances and/or equipment, as needed.
6. Dispose of any biohazard waste according to OSHA regulations and company policies.
7. Carry out all resident care duties following Universal Precautions with appropriate application and removal of personal protective equipment.
8. Practice proper body mechanics when lifting and follow safety guidelines according to community policies and procedures.
9. Answer and respond immediately to resident calls for assistance.

QUALIFICATIONS/SPECIFICATIONS:
1. Genuine concern for and ability to work with the elderly.
2. Knowledge of the requirements for providing care and supervision to the elderly.
3. Ability to delegate responsibility while maintaining focus of daily activities.
4. Ability to manage and prioritize a complex medication and treatment administration process, within a specified timeframe.
5. Must be able to utilize standard precaution knowledge and infection control measures where required.
6. Organized and knowledgeable of basic medical record filing styles.
7. Possess sufficient communication and language (orally and written) skills to perform job duties, interpret medical information and communicate with residents, other staff, family members, etc., as needed.
8. Must be 18 years of age or older.

EDUCATION:
Minimum high school graduate or GED. Preferred coursework in medical terminology, pharmacology, or basic health services. CPR/first aid certification required.

EXPERIENCE:
Minimum six months experience as a Med Aide, prefer previous experience as a Lead Med Aide.

PHYSICAL JOB REQUIREMENTS:
In a typical eight hour day, employee will:

- Stand/walk frequently, punctuated by opportunities to sit.
- Sit frequently, up to 3-4 hours at a time, punctuated by varying intervals to stand.

<table>
<thead>
<tr>
<th>Lift</th>
<th>Constantly ≤5#</th>
<th>Frequent ≤10#</th>
<th>Occasional ≥75-100#</th>
<th>Rarely ≥150#</th>
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</thead>
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Resident Care Coordinator
<table>
<thead>
<tr>
<th>Activity</th>
<th>≤5#</th>
<th>≤10#</th>
<th>≥75-100#</th>
<th>≥150#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carry</td>
<td>≤5#</td>
<td>≤10#</td>
<td>≥75-100#</td>
<td>≥150#</td>
</tr>
<tr>
<td>Push/pull</td>
<td>≤10#</td>
<td>≤10#</td>
<td>≥75-100#</td>
<td>≥150#</td>
</tr>
</tbody>
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- Bend at waist, knees, hips and spine, frequently while lifting ≥10# but ≤30#.
- Secure proper assistance for transferring and lifting of residents as needed (training required for this task).
- Perform squats on a frequent basis to reach below knee requiring ≥10# but ≤30#.
- Reach on a constant basis while performing filing functions. May occasionally reach overhead requiring ≤10#, and below waist requiring ≥30#.
- Perform a twist or rotation frequently at the trunk, hips, knees and neck while performing duties requiring ≥10# but ≤30#.
- Vision—must be able to read clearly with or without corrective lenses.
- Hearing—Must be able to hear telephone, audible alarms, bells, and signals related to resident safety, with or without hearing devices.
- Speech/language—must have strong command of the English language sufficient to read and write and interpret medical information.
- Bloodborne exposure category: High—Offer vaccine. Exposure tasks include: Injections, direct resident care.

Ageia Health Services is an equal opportunity employer. This means we do not discriminate in employment decisions on the basis of race, color, national origin, citizenship status, creed, religion, sex, age, marital status, disability, political ideology, veteran status, or any category protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, reduction in force, recall, transfer, leaves of absence, compensation and training. We fully comply with our legal duty to provide reasonable accommodations to allow people with disabilities to apply for and perform their jobs. If you have a disability that would affect your ability to perform the essential functions of this job you must let us know prior to accepting the position and as soon as possible should a change occur.

This job description may be changed to include new responsibilities and tasks or change existing ones as Ageia Health Services Management deems necessary.

EMPLOYEE ACKNOWLEDGEMENT:
I have read and I understand the job description in full for the position I am applying. I understand that my employment is at will and thereby understand that the company or I can terminate employment, with or without cause or advance notice.

I am able to fulfill the duties, responsibilities, and requirements of this position as outlined above.

________________________________________________
Applicant’s/Employee’s Signature

__________________________
Date

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