

Program Assistant

About Villa Cathay Care Home

Villa Cathay Care Home is a non-profit long-term care home established in 1978 in Vancouver Strathcona. Our home of 127 beds (soon will be 224 beds) provides an important option for seniors who have complex care needs and tremendous difficulty meeting care needs at home. In Villa Cathay, the interdisciplinary professional care and the modern care environment lay the foundation of our quality person-centered care. Through the day-to-day practice of love, respect, and dignity in our interaction with seniors, our team makes Villa Cathay a home away from home for the pioneer of our society.

Villa Cathay Care Home is currently undergoing a rejuvenation project to complete a 2-phase state of the art senior home. Phase tower opened in November 2019, and the phase 2 west pavilion under construction. The completion of the phase 2 is projected to be the end of 2021. As the organization expands its care capacity, we are seeking talents to join Villa Cathay to enhance senior care for the generations to come.

We look forward to working with individuals who are passionate about:

1. Serving seniors and help them create better moments amongst the health challenges they experience;
2. Working with families and staff who are dedicated to enhancing senior care;
3. Contributing a team environment that will bring you a sense of joy; and
4. Modeling reliability, self-motivation, influencing senior care
5. Having fun doing something you love

Job Summary:

Reporting to the Director of Donor and Community Engagement, the Program Assistant (PA) supports the success of the family visitation program that enhances the emotional and psychosocial wellbeing of residents. The PA will arrange visitations in a safe manner according to the established infection prevention and control (IPC) protocols. He/she will work closely with the families and designated visitors to inform them of the program requirements, provide supports and education, and assist to resolve any questions or issues arisen. The PA will communicate and liaise with other members of the team for the visits to be smooth and to keep the feedback loops effective. Documentation of the visit to collect information for the program's effectiveness and evaluation is encompassed in the scope of the job.

Duties and Responsibilities:

- Arrange visits to residents, including visitation by designated visitors, window visits, virtue calls, and visits of other methods to support the resident's emotional and psychosocial wellbeing.
- Process visits applications and confirms that all the required documents are received before scheduling the visit in a timely manner. Follow up with visitors for the required documents prior to the scheduled visitation.

- Orientate visitors of the relevant IPC protocols and respond to inquiries to help the visitors have a smooth visit.
- Manage an accurate and effective scheduling system that the team can easily receive information and provide feedback to.
- Set the designated area to meet the IPC requirements. Wipe down all surfaces and arrange for thorough cleaning of the visiting areas after each visit.
- Collaborate and coordinate with other team members to enhance and to strengthen the partnership between the families and the care team.
- Stay updated with the most recently announced visit guidelines and adapt practices to suit the changes.
- Complete the daily and weekly work report to assist with program evaluation and reflection of professional development.
- Develop signage or simple communication materials, like memo or poster, in both English and Chinese
- Assist with training for volunteer helpers, if appropriate, in carrying out the visit program safely and smoothly.

Qualifications:

Education, Training and Experience:

- Minimum grade 12 with college/university education as an asset
- Proficient in using Microsoft Office (Word, Excel, PowerPoint, and Outlook). Ability in using Adobe Creative Products an asset
- Strong written and oral communication skills in English. Ability to read, write and speak Chinese (Cantonese &/or Mandarin) is an asset
- Effective administrative and organizational skills and attention to details
- Experience in customer service with superb communication, listening and problem-solving skills
- Ability to uphold a calm and pleasant demeanor with people under stress or in a challenging situation
- Demonstrated ability to work independently, self-directed, and productively under pressure
- Demonstrated ability to work cohesively in a team environment and be positive and proactive
- Ability to act or to ask for clarification after obtaining instructions
- Ability to motivate, direct, support, and lead volunteers
- Ability and willingness to work weekends &/or evenings as required

The successful candidate will need to pass a Criminal and Vulnerable Persons Record check and tuberculosis (TB) Screening.