

## **Program Assistant (Temporary)**

### **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 arranges social and virtual visits and screens those coming into Villa Cathay Care Home (VCCH) according to established infection prevention and control (IPC) protocols and works closely with families and care team members to ensure all visits are safe and enjoyable.

The PA supports families and visitors by informing them about the program requirements, answering questions, and assisting to resolve issues. The Assistant collaborates with the health care team to enhance the visitation program and to strengthen the partnership between the families and the care team.

### **DUTIES AND RESPONSIBILITIES**

Under the direction of Director of Donor and Community Engagement,

- Creates a welcoming presence for staff, residents and visitors and using a customer service approach communicates courteously and effectively with individuals presenting at site entrances and identifies if their access to the site is essential.
- Screens everyone accessing the site by following established and documented processes such as administering symptom screening questionnaires and scripts and following established infection prevention and control guidelines.
- Provides assistance to visitors in booking appointments and notifying the floor team of the visitation schedule.
- Processes applications for visits and confirms that all the required documents are received before scheduling the visit. When required, follows up with visitors to ensure receipt of documents prior to the scheduled visit.
- Is kept up to date with the most recently announced visitation guidelines and adapts practices accordingly.
- Orients visitors to the relevant Infection Prevention Control protocols and responds to inquiries.
- May be required to assist with accompaniment of patients having mobility or cognitive impairments as directed, within the Villa Cathay facility.

- According to current Infection Prevention Control requirements, maintains an accurate, accessible visiting schedule system to share information with the health care team.
- Per the Infection Prevention Control requirements, sanitizes visitation areas and thorough cleaning of areas after each visit.
- Completes the daily and weekly work reports to assist with program evaluation.
- Follows the signage or simple communication materials, such as memos or posters, in the facility.
- Performs other duties as assigned

### **QUALIFICATIONS**

#### **Education & Experience:**

Grade 12, and one year's recent related experience or an equivalent combination of education, training & experience.

#### **Knowledge, Skills & Abilities:**

- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Physical ability to carry out the duties of this position.
- Ability to organize work.
- Ability to operate related equipment.