

Resident Program Assistant (Casual)

Become a part of our caring, professional team!

Villa Cathay Care Home (VCCH) is a culturally focused non-profit senior care home in Vancouver's Strathcona neighborhood. Since 1978, we've provided high-quality care in a warm, community-focused environment. Guided by people-centered care principles, we strive to enhance the quality of life for our residents and their families.

What you'll do

The Resident Services Assistant supports projects and services aimed at enhancing resident care and improving quality of life at Villa Cathay Care Home. Reporting to the Director of Donor and Community Engagement, this role coordinates services delivered by external providers, supports research partnerships, and assists with the implementation of people-centered innovations. Strong organizational, communication, and healthcare-related experience will contribute to success in this position.

Key Duties And Responsibilities

- Obtain informed consent from family members for external services arranged by VCCH.
- Coordinate with the nursing team and obtain physician consent in alignment with resident/family decisions.
- Schedule appointments and assist residents in safely accessing services.
- Liaise with care team members to identify resident-specific needs and prepare necessary arrangements.
- Coordinate on-site visits with external service providers to ensure seamless delivery of care.
- Collect and upload service documentation to residents' electronic health records.
- Support research partnerships by assisting with program implementation or data collection needs.
- All staff are expected to support a culture of safety and preparedness by following Villa Cathay Care Home's policies and procedures related to resident safety and quality of care and
- Participating in required safety training, emergency preparedness activities, and scheduled drills as part of their role.
- Performs other related duties as assigned.

What you bring

Education and Experience

- Completion of a recognized post-secondary program; education in a healthcare-related field is an asset.
- Minimum two (2) years' experience in a healthcare or eldercare setting preferred.

Knowledge, Skills, Abilities and Attributes

- Health literacy and experience working with seniors.
- Strong organizational, time management, and prioritization skills.
- Ability to analyze and support quality or process improvement initiatives.
- Proficient with Microsoft Office and electronic documentation systems.
- Effective verbal and written communication skills.
- Strong interpersonal skills; able to work both independently and collaboratively.
- Reliable attendance and punctuality to support consistent team and resident care.
- Adaptable, dependable, and professional in conduct.
- Courteous and respectful in interactions with residents, families, and team members.
- Demonstrates a team-oriented approach with clear, respectful communication and a commitment to collaborative problem-solving.
- Physically and psychologically able to meet job demands.
- Criminal Record Check clearance for working with vulnerable adults.
- Ability to speak, write, or type in Chinese is an asset.

Expected Salary: \$20 - \$23/hour

How to Apply

To apply, or for any inquiries, please email us at: hr@villacathay.ca and put "Resident Services Assistant" in the email subject line.

We appreciate and thank you all applications in advance for their interest, however, only those candidates selected for an interview will be contacted.