



Resident & Family Services Assistant, Allied Health - 1 position	Posting #: 54751
Allied Health	Posting Date: April 07, 2025
Mount Hope Centre for Long Term Care - London, ON	Submission Deadline: April 13, 2025
Temporary Full Time	Bradley Dudley, Human Resources
Non-Union	Salary Range: \$31.74 - \$37.35 /hour

This temporary full-time position is expected to extend until September 7, 2026, and is subject to the availability of work.

The Resident and Family Services Assistant (RFSA) will work within the Therapeutic Programs team at Mount Hope Centre for Long Term Care, reporting to the Manager, Therapeutic Programs. They have a collaborative approach with the social worker, the interdisciplinary team, family and residents in the development of the resident's plan of care.

The RFSA supports the residents and their families moving from the community into to Mount Hope Centre for Long Term Care. They facilitate tours for people who are looking for the right fit within a long-term care home. They are the first connection to Mount Hope, answering questions, greeting them on the admission day and providing ongoing support through this transitional period. They also support internal transfers and discharge planning.

The RFSA provides social support to residents and/groups including relationship building, life skills instruction and coping skills. They will provide assistance with dealing with personal and social problems by delivering counselling, strategies, community services and social support programs. This work is guided by the Ontario College of Social Workers and Social Service Worker's code of ethics and standards of practice.

The RFSA shares knowledge, resources and assistance in various community and health network systems with residents, family members, and caregivers

The RFSA provides information and supporting processes to access the power of attorney, public guardian trustee and other financial resources available.

#### Essential Qualifications

- Post-Secondary Diploma in Social Services, Human Services, Health Sciences or related field
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Minimum of three years of experience in a long-term care setting
- Excellent working knowledge regarding the navigation of the long-term care system and community resources available for residents
- Experience in supporting residents and their families with community services such as ODSP, ODP, PG&T
- Demonstrated ability to effectively write and speak to groups of people
- Demonstrated leadership skills inclusive of initiative and good problem-solving skills
- Experience working with the aging population and their families who are dealing with transition from community to long term care
- Strong inter-personal and organizational skills
- Knowledge of computer systems (Microsoft 365)
- Ability to work independently and as an inter-disciplinary team member
- Excellent interpersonal, organizational and strong communication skills, both written and verbal
- A police record check completed within the last six (6) months from a Canadian Police Information Centre (CPIC), inclusive of vulnerable sector screening, will be required of the successful candidate.

#### Teaching and Research

- St Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading

research and teaching hospital. As an employee of St Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

#### Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- Provide documentation of the Tuberculosis skin testing

*Your interest in this opportunity is appreciated.*

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.  
Only those under consideration will be contacted.*