

Resident Care Liaison

DISTINGUISHING FEATURES OF THE CLASS: The work involves providing a direct point of contact for residents and their families in the two county owned nursing and rehabilitation facilities. An incumbent acts as a liaison between the nursing home administration, residents, families, as well as, internal and external resources. The employee establishes a working relationship with healthcare and service providers in order to assist residents with care and quality of life issues. The work is performed at both nursing home locations under the general supervision of the Nursing Home Administrator in each facility with leeway allowed for the use of independent judgment within established guidelines. A Resident Care Liaison does related work as required.

TYPICAL WORK ACTIVITIES:

Meets with residents of both nursing home facilities to discuss any concerns regarding resident care, family matters, dietary needs, laundry issues, etc.;

Communicates and reports daily to nursing home administration on issues that are reported;

Researches issues that are reported and facilitates resolutions when possible;

Works with nursing home administration on plans of correction;

Coordinates family council meetings;

Assists with admissions paperwork;

Meets with and assists residents with completion of satisfaction surveys;

Creates the quarterly facility newsletter;

Maintains department portion of county website by ensuring content is up to date and accurate;

May assist with resident discharge planning;

May assist with investigating resident issues as directed by nursing home administration.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the policies and procedures of the Department of Nursing Homes; good knowledge of health and human service resources in the community, working knowledge of the principles and techniques of interviewing and counseling; ability to develop and maintain satisfactory working relationships with residents, families, staff, and the public; ability to work independently; ability to communicate effectively both orally and in writing; sound judgment;

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Human Services or related degree and one year of experience involving interviewing and counseling members of the public; OR

- B. Three years of experience involving interviewing and counseling members of the public; OR
- C. An equivalent combination of training and experience as defined by the limits of A. and B. above.

ADOPTED: 10/1/2019

CATTARAUGUS COUNTY CIVIL SERVICE