



Role: Resident Relations Coordinator (Non-Union)
Salary: Commensurate with experience

Reports to: Administrator
Weekly Hours: 37.5 Hours per week

Interested Applicants please submit your resume and cover letter to HR@shalomvillage.ca by Friday June 6, 2025

ABOUT SHALOM VILLAGE:

Shalom Village is a non-profit campus of care that specializes in the health and wellbeing of Hamilton area seniors. We provide an unwavering commitment to making every day the best day possible for the seniors who depend on Shalom Village services and programs.

Through their dedication, training and commitment to seniors, our team members transform the lives of older adults through a variety of programs and services, including long-term care, senior living apartments, fitness, community wellness and social programs.

Our long-term care services provide a homey environment and programs for frail seniors, while our assisted living apartments are perfect for more active seniors. Our fitness and community programs support local seniors living at home, while also providing them with the opportunity to socialize with their peers, learn new skills, and stay healthy and fit. ***Shalom Village is here to help create moments that matter for every senior!***

****Founded by the Jewish Community, for the benefit of all seniors throughout the Hamilton Region, our Jewish values and traditions ensure that all residents & participants, benefit from the respect, compassion, and dignity inherent in the Jewish faith. We welcome and celebrate individuals from all backgrounds, faiths and cultures.**

MISSION, VISION & VALUES

Our Vision: Honouring our Fathers and our Mothers

Our Mission: To provide opportunities for the continuity of life interests, values, and relationships for those who need supportive housing, long term care, convalescent care, adult day services and specialized fitness facilities within the context of Jewish Values and Kashruth. We want all those who need our services to feel AT HOME.

Our Values: At Shalom Village we use the acronym AT HOME to provide a clear link between our vision, mission, values, and most importantly how these guiding principles are brought to life for all our stakeholders.

- **Acknowledge:** We will listen to each other and commit to being approachable, trustworthy, and helpful while valuing each person's contributions, perspectives and differences.
- **Together:** We will support each other and believe that together we can achieve anything.
- **Home:** We will create a feeling of comfort, trust, familiarity, and safety that honours Jewish Values and brings about each individual person's feeling of being at home.
- **Organization:** We will strive for learning, innovation, accountability, transparency, and excellence.
- **Memories:** We will share memories and create new ones through relationships, sharing, and celebrations.
- **Enablement:** We will empower, encourage, and focus on each other's strengths to make possibilities possible and accomplish our goals.

As a charity that depends on donor support, Shalom Village Staff play a vital role in our ability to deliver the lifesaving programs that benefit Shalom Village residents and participants. It is crucial that staff members believe in the power of philanthropy to bring people together to support the hundreds of seniors, and family members whose lives we impact every day. Our staff members are important ambassadors, donors, and members of the Shalom Village Family. We encourage all staff to join us as we harness the power of philanthropy to help us build a thriving community for our seniors, our families, and our staff.

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Resident Relations Coordinator

Resident Relation Coordinator Responsibilities:

- Coordinate and facilitate facility tours to perspective clients.
- Manage and oversee the admission process including but not limited to meeting with the resident and the family/Power of Attorney on the date of admission to complete the resident contract and related documents such as the rate reduction form, exceptional circumstance form, and consents for services, as well as introducing the resident/family/POA to the Home and its operations.
- Assist and support residents and families with adjustment to living in a Long-Term Care Home.
- Plan, develop, implement, and evaluate individual social work services and/or support groups to meet the identified needs of residents and families.
- Provide reassurance, guidance, and assistance during times of difficulty and/or crisis.
- Provides direction and education to Facility team members in relation to social services as needed.
- Involved in performance appraisals for facility team members.
- Act as a support and an advocate for residents' rights in areas such as independence and control over decision-making, managing and/or maintaining social and family connections and conflict resolution.
- Act as a resource and support by educating team members on best practices.
- Assist with the provision of a resident advocacy program through the promotion and adherence of the Bill of Rights and coordinate and support the operation of the Resident Council and the Family Council.
- Assist with resolution of financial issues and coordinate appropriate financial support options for individual circumstances.
- Assist residents and families in administering and accessing power of attorney, public guardian trustee, and other financial resources available.
- Act as a resource and ensure effective communication to residents and families about the operation of the Home, as well as long-term care standards and expectations of the Ministry of Health and Long-Term Care Act.
- Ensure a multidisciplinary approach to the provision of social work services that is designed to assist each resident and where appropriate, provide the necessary counseling and personal support in response to individual circumstances.
- Collaborate with the multidisciplinary team and liaise with community support to coordinate and/or arrange for applicable outreach resources in the care planning needs of residents with exceptional and/or complex needs.
- Participate in the homes Continuous Quality Improvement Program
- Provide effective professional psychosocial and social work services to meet resident needs as identified by using psychosocial assessments.
- Participate in the multidisciplinary care conference for each resident on admission, annually and more often as required.
- Maintain written documentation in accordance with the organization's policies and procedures and as required by the Ontario Long Term Care Homes Act and professional licensing standards and guidelines.
- Maintain a documentation system that is conducive to optimal case management and maintains confidentiality of information.
- Participate in Home specific committees, team members' education within the Home, and corporate conferences as required.

- Seek opportunities for information sharing with residents, family members and team members through planned educational interventions and individual counseling.
- Assist with discharge planning.
- Comply with the Nursing Home Act, homes for the Aged, Accreditation Standards, Social Work professional Standards and organization's policies and procedures.
- Work in accordance with the organization's Health and Safety Policies and Procedures and in compliance with the Occupational Health and Safety Act.
- Perform other duties as required.

Additional Duties:

- Identify relevant care services for residents and caregivers and maintaining community partnerships.
- Support Family council
- Review HPG Portal
- Communication with the Ontario Health at Home for admission process
- Provide bed vacancy information to Ontario Health at Home
- Provide Acceptance/refusal letters to OH@H
- Work with outside providers for resident care services i.e. hearing clinic, footcare.

Qualifications:

- Successful completion of a degree / diploma in Social Work or Social Services Work from a recognized educational institution
- Current Membership in the Ontario College of Social Workers and Social Service Workers or eligible for membership with the Ontario Association of Social Workers (OASW), the Ontario College of Social Work, and/or the Ontario Association of Professional Family and Community Coordinators.
- Having knowledge of HPG/ CHRIS is also important to review applications and manage the home's wait list
- Experience in a long-term care setting with specialized knowledge of Gerontology and Palliative Care.
- Experience in techniques of social work assessment and a variety of treatment modalities related to residents.
- Current knowledge of relevant legislation in relation to health care consent and substitute decision-making.
- Good organizational skills with an ability to set priorities in a fast-paced environment.
- Ability to work independently or in a team environment.
- Demonstrated excellent interpersonal skills.
- Excellent communication skills (oral and written) are required to facilitate effective communication with residents, families, peers, and other healthcare team members.
- Good computer skills.
- Knowledge of a second language is an asset.

Shalom Village is committed to diversity and inclusivity. We are excited to hire people whose skills, attitude, and abilities contribute to the success of the organization and who reflect the values of our community.

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***Shalom Village recognizes that the right fit for a position is more than just a list of criteria. If you believe you may be a good candidate, but you don't meet all the criteria, please apply, and tell us why you're a great fit in your cover letter. You may be just the person we are looking for.*

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