

Northern Light Acadia Hospital

Department: Nursing Administration

Position is located: Acadia

Work Type: Full Time

FTE: 36 Hours per week

Work Schedule: 3:00 PM to 11:30 PM

Summary:

The Resource Technician is a non-professional team member who performs patient care for personal needs and comfort and helps maintain an age appropriate therapeutic environment. Supports the standards and policies of Acadia Hospital and the philosophy of the Nursing Department. The work environment offers little privacy. Will be exposed to light and noise from computers, telephones, photocopiers and other employees and clients on the unit. Perform any duties and/or responsibilities assigned by Manager or Supervisor for which qualified.

Responsibilities:

- Respond to patient calls for assistance.

- Assists patient in cleaning rooms and making beds.

- Assists in keeping the unit neat and clean.

- Performs safety checks as assigned such as census checks, 15-minute checks, constant observations, constant companionship.

- Assists with the admission, discharge, and transferring of the patient.

- Performs patient and belonging search, orientation to the unit, explanation of patient's rights, securing patient's valuables.

- Assists patients in and out of bed as required; assists in ambulating patients as required.

- Make environmental rounds as indicated.

- Relieves staff for breaks and functions in their role until they return.

- Knows basic functions of the switchboard and provides breaks there as needed.

- May be assigned to a specific unit for part of the shift if a staff member becomes ill while on duty or if acuity on any given unit is high enough to require extra staffing.

- Reports all safety issues or dangerous situations to the House Administrator.

- Accurately documents patient care as described in the Policy and Procedures for Nursing Documentation.

- Knows safety practices and performs as necessary: seclusion and restraints (body and hands), infection control precautions.

- Reports observed changes in patient status to House Administrator.

- Supports the concepts of milieu therapy through patient supervision.
- Participates in all appropriate milieu activities.
- Encourages and facilitates patient participation in all appropriate milieu activity.
- Facilitates discussion regarding community issues/community living.
- Screens and direct telephone calls appropriately.
- Answers calls courteously.
- Relays messages promptly.
- Greets patients, families, and visitors, courteously giving them basic support and directions as needed with attention to age related needs.
- Greets physicians and other department personnel coming to the units courteously and assists or directs them in obtaining patient information.
- Obtains supplies and equipment.
- Works with House Administrator to coordinate patient care activities.
- Keep patient charts in proper order, up-to-date and complete. Adds forms as necessary and stamps with appropriate patient card. Thins chart appropriately.
- Assists Nurse Practitioner with physicals by copying pertinent material from the admission records.
- Types/word processes memos, meeting minutes, schedules, and other correspondence as directed.
- Assists with schedules •“ arranging for appropriate staffing when requested.
- Prepares packets of forms for admissions, transfers, and discharges.
- Photocopies, collates, files, distributes mail and messages and other clerical duties as directed.
- During fire drill or any emergency goes to unit where fire or emergency is reported to assist with patient needs.
- Organizes work to finish on time 90% of the time.
- Completes 90-100% of the work received/required on the shift.
- Ensures that work is completed professionally, accurately and efficiently.
- Obtains supplies, equipment, medications, and delivers specimens when necessary to facilitate patient care.
- Participates in audits as directed by the Nurse Administrator.
- Attends report at change of shift.
- Attends clinical supervision.

• Communicates all relevant data to the House Administrator.

• Attends team meetings when assigned.

• Attends internal and external continuing education programs and job-related seminars. Shares information obtained with peers. If unable to attend, assumes responsibility for obtaining the information discussed.

• Attends Grand Rounds, participates when appropriate; participates in communication meetings and selective committees requested by House Administrator.

• Carries out orientation program on a one-to-one basis for new Resource Technicians.

• Participates in Total Quality Management (TQM) activities as appropriate.

• Accepts other responsibilities as delegated by supervisors.

• Assist in maintaining a work environment free from recognized hazards that create a risk of injury to employees, patients or visitors and that all accidents and incidents are reported by employees and properly investigated. When appropriate, assist with the return of all workers with work-related injuries and illnesses to gainful employment.

Competencies and skills:

Essential:

- Behaves with Integrity and Builds Trust: Acts consistently in line with the core values, commitments and rules of conduct. Leads by example and tells the truth. Does what they say they will, when and how they say they will, or communicates an alternate plan.
- Cultivates Respect: Treats others fairly, embraces and values differences, and contributes to a culture of diversity, inclusion, empowerment and cooperation.
- Fosters Accountability: Creates and participates in a work environment where people hold themselves and others accountable for processes, results and behaviors. Takes appropriate ownership not only of successes but also mistakes and works to correct them in a timely manner. Demonstrates understanding that we all work as a team and the quality and timeliness of work impacts everyone involved.
- Practices Compassion: Exhibits genuine care for people and is available and ready to help; displays a deep awareness of and strong willingness to relieve the suffering of others.

Education:

Essential:

- High School Diploma/General Educational Development (GED)

Working conditions:

Essential:

- Potential exposure to abusive and/or aggressive people.
- Work with computers, typing, reading or writing.
- Potential exposure to diseases or infections.

- Lifting, moving and loading 30 to 50 pounds.
- Potential exposure to noise levels being uncomfortable.
- Potential exposure to noxious odors.
- Continuous standing.
- Potential exposure to very hot or cold temperatures.
- Continuous walking.

Northern Light Acadia Hospital is an acute care, regional psychiatric hospital in Bangor, Maine that is a leader in the provision of tele-psychiatry services, including consultations to regional emergency departments and primary care practices. Northern Light Acadia Hospital offers innovative programming in the form of a behavioral home health, integrated behavioral healthcare in primary care practices, and a geriatric mood and memory clinic, which is involved in multiple clinical trials for promising Alzheimer's™ medications. The hospital is the sole corporate member of Northern Light Acadia Healthcare that provides a substance use disorder treatment program, case management services, and other outpatient mental health services in Penobscot, Waldo, and Knox counties. Northern Light Acadia Healthcare is the sole member of Restorative Health, LLC that operates an outpatient mental health clinic in Bangor. Northern Light Acadia Hospital is a member of Northern Light Health, an integrated statewide health delivery system that is raising the bar with no-nonsense solutions that are leading the way to a healthier future for our state. Northern Light Health offers a br