



“To glorify God by providing a continuum of care and services that demonstrates the love and compassion of Jesus Christ.”

Position Summary: Plan, schedule, and lead quality life enrichment activities and programming for residents in an environment that promotes their rights, dignity, freedom of choice, and their individuality. Deliver exceptional customer service in all aspects of job execution. Create excellent working relationships with the residents, staff and volunteers.

Essential Responsibilities:

1. Prepare a monthly calendar of activities with an emphasis on physical, social and spiritual wellness.
2. Coordinate and participate in a varying assortment of resident activities, events and outings to enrich the lives of the residents.
3. Coordinate the set-up, take-down, execution, and clean-up of all activities or events. Provide written instructions for staff when unable to attend.
4. Assists with the display, storage, and organization of all seasonal decorations.
5. Coordinate with Rec Therapy Directors and volunteers in regards to group and person-centered activities.
6. Coordinate transportation of residents for all activities according to Resthaven policy guidelines.
7. Make referrals to the Residential Services Manager regarding resident concerns and behavior issues.
8. Collaborate with the Holland community to provide additional activity opportunities.
9. Manage the Resident Store.
10. Clean and maintain the activity equipment and rooms/areas.
11. Develop and maintain professional and appropriate relationships and rapport with all residents. And families.
12. Maintain a professional appearance and approach with all residents.
13. Assumes all other position related responsibilities as assigned.
14. Manage mentor program for new residents and employees.
15. Ability to establish and maintain effective and professional working relationships with residents, families, visitors, and employees.

Knowledge, Skills & Abilities:

1. Ability to speak clearly and distinctly when leading activities or making announcements.
2. Effective verbal and written communication and re-directional skills.
3. Ability to operate standard office equipment including fax, telephone, copier, etc.
4. Computer literate and familiarity with Word, Excel, Email, etc.
5. Communicates effectively and tactfully, while recognizing age, cultural orientation, needs, abilities and physical condition.
6. Ability to operate basic audio-visual equipment such as the home theatre and PA systems.
7. Ability to display a sense of caring, concern, compassion and dignity for residents.
8. Well organized and attentive to detail.
9. Ability to work independently and manage time productively.

Education, Training, Experience:

1. High school graduate or successful completion of GED.
2. College course work in recreational therapy, social work, gerontology, or human services preferred.
3. Previous related experience or training desired, preferably working with the elderly.
4. Participates in learning and development opportunities.
5. Attends all required training.

Required Licenses, Registration, and/or Certifications:

1. N/A

Nonessential Responsibilities:

1. Ensure customer/resident satisfaction by providing exceptional customer service.
2. Flexible schedule with ability to work weekends and holidays.
3. Maintains confidentiality in all aspects of The Warm Friend and its residents and employees.
4. Clean and maintain activity equipment.
5. Practice the highest standards of ethics, honesty, and accuracy.
6. Understand and support Resthaven policies and procedures.
7. Attends department and team meetings.
8. Assumes all other position related responsibilities as assigned.

Physical Demands & Work Environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Requests for reasonable accommodations may be made through Human Resources to enable individuals with disabilities to perform the essential functions.

Physical Demands:

- The employee is required to stand; walk; sit; handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; pull, push, twist, turn, bend, stoop, kneel, or crouch; talk and hear.
- The employee must be able to lift and/or move up to 30 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

- While performing the duties of this job, there are no extreme temperatures or working conditions. The employee maybe exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.