



Position Profile Resident Care Attendant

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Position Summary

- Title:** Resident Care Attendant
- Category:** Residential Operations
- Reports To:** Community Manager
- Location:** Austin, Texas 78737
- Schedule:** Lavender Springs operates 24 hours per day 7 days a week, flexibility is required
- Shift:** Three Shifts are Available: (6 AM - 2 PM), (2 PM - 10 PM), (10 PM - 6 AM)
- Job Classification:** Full-time Employee/FLSA Salaried Exempt, Professional Non-Supervisory
- Compensation:** \$12 - \$16 per hour, commensurate with experience
- Benefits:** See Benefits and Total Rewards Below

Position Overview

The purpose of this position is to provide essential services to the residents of our assisted living community, including direct care to residents, while under the supervision of a licensed nurse and in accordance with facility policies and procedures. A successful Resident Care Attendant is sensitive and respectful, with a passion for helping those in need. Top candidates will not only be assistants, but companions who are great listeners and communicators.

The Resident Care Attendant will report directly to the Community Manager while working closely with other staff and team members.

Success also will be dependent on the ability to adhere to ethics and cultural values as well as provide excellence in communication, customer service, prompt response to client needs, and a willingness to get the job done. The Resident Care Attendant is responsible for ensuring that the Lavender Springs delivers on its mission to each and every resident.

- ✓ **This is NOT just a Job.**
- ✓ **This Role is a valuable Career step for some.**
- ✓ **For others, this is an Opportunity to advance your purpose-driven personal and professional Mission and Ministry.**



About Lavender Springs

Lavender Springs is a small, intimate, 16 resident assisted living home nestled in the Hill County outside Austin, Texas where residents are not a number, but a member of our family. Needing assistance does not mean giving up the right to live in a beautiful place. Lavender Springs offers a combination of housing and personalized support services with amazing views of the Hill Country from every point.



Our Vision and Mission

At Lavender Springs, our Mission is serving the senior community with exceptional care and providing their families with peace of mind – all the while, making great friendships in a place we call home.

A Labor of Love

Since the inception of Lavender Springs, Tommy and Jana Gillis have invested their resources, heart and faith into creating a meaningful and pleasant environment for seniors where residents feel like they are at home while being carefully watched over by respectful and loving caregivers.

They know first-hand the amount of commitment and love needed to care for their residents. They took care of Tommy's beloved grandmother, Aileen Gillis, for many years in their home. At that time, there were so few options available for assisted living and help for the elderly. Now they seek to help others find the resources within the community, whatever their desires are.



Our Culture

Lavender Springs is proud to be a Christian owned and operated business with business practices based on Christian values and beliefs. Our faith drives our decisions and choices. It challenges us to serve others with a spirit of humility. We believe the combination of our beliefs and compassion creates the foundation of a culture that leads to better services for our residents and better relationships with our employees, community, and vendors.

Our Core Values

Love

We develop and show a genuine love for our residents, their families, and each member of our team.

Respect

We show respect for our residents and each other at all times – regardless of feelings or situations.

Trust

We work every day to earn each other's trust and to be worthy of the same.

Flexibility

The only thing consistent about life and Senior Living is that it is always changing. We welcome this challenge by being ever flexible.

Accountability

Taking complete responsibility for our own action is an ever challenging and learned skill. We practice this every day by being accountable to each other as a team to help us grow, because it is not something with which we are born.

Alertness

We will always be alert to anything that may improve the lives and safety of our residents, increase the efficiency of our jobs, or improve our skills.

Joy

Joy is not just a feeling. It is the result of giving more than you thought you could to a cause bigger than you thought could be.

Essential Duties and Responsibilities

The responsibilities of the Resident Care Attendant may include, but may not be limited to,

- Follow established performance standards and perform duties per nursing service policies and procedures.
- Assist new employees in following established facility policies and procedures in order to provide resident care. Provide orientation to the facility and its residents and complete orientation checklist for new employee.
- Assist residents with activities of daily living (dressing, grooming, toileting, bathing, etc.) as documented in the residents' service plans. Assure residents have call lights at hand and answer call lights promptly.
- Conduct resident rounds as assigned. Complete and document assignments timely, completely and accurately.
- Promptly report resident needs and concerns to a licensed nurse
- Identify safety hazards and emergency situations and initiate corrective action. Reacts calmly in emergency situations and follows appropriate procedures by notifying a supervisor, services required for care, and gathering appropriate resident documents for healthcare personnel.
- Documents in shift communication book and ADL book according to policy. Document incidents and/or unusual problems according to established facility procedures.
- Participate in the development of an individualized service plan of assigned residents. Review care plans and perform nursing care as outlined.
- Maintains clean comfortable, safe environment for residents, staff, and visitors including housekeeping duties as assigned.

Other responsibilities include,

- Identify resident problems and concerns and report them immediately to a supervisor. Listen to resident and family complaints, initiate corrective action and report problems to a supervisor.
- Assists in activity programming as assigned.
- Demonstrates knowledge of infection control by proper handling of equipment, soiled linen, urinals, bedpans, and adequate hand washing.
- Provides laundry and housekeeping service to residents as assigned. Perform cleaning and waste disposal procedures in accordance with facility and infection control policies.
- Assure residents are given adequate assistance with meals, nourishment and transportation to meal service area(s).
- Consistently work cooperatively with residents, charge nurses, treatment nurses, restorative nurses, other nursing assistants, physicians, families, consultant personnel and ancillary service providers.
- Observe all facility policies and procedures.
- Come to work in a clean, neat uniform and consistently present an appropriate professional appearance.
- Come to work as scheduled and consistently demonstrate dependability and punctuality.

Our Response to COVID-19

As our nation continues navigating the COVID-19 pandemic, Lavender Springs remains committed to safeguarding the health and well-being of our residents, team members, partners, and guests. Our healthcare and leadership team continue to work closely with public health organizations and regulatory agencies to ensure that our procedures are fully aligned with the latest best practices and that we remain well equipped to protect our community.

Lavender Springs will continue to respond to the changing environment and new information to safeguard the work environment for our team members and to deliver uninterrupted service to our clients.

Required Qualifications, Skills and Experience

REQUIRED EDUCATION AND CERTIFICATIONS

- High School Diploma or GED
- License or Certification: None required

REQUIRED EXPERIENCE

- Experience: None required
- Prior caregiver, nursing, hospitality, or customer service experience preferred, but not required

ELIGIBILITY REQUIREMENTS

Team members must pass the following pre-employment background checks,

- E-Verify (all positions – verifies eligibility for U.S. employment)
- Criminal History (all positions)
- Motor Vehicle Driving Record (MVR) for positions that required the operation of a Vehicle
- Office of the Inspector General Exclusion (nursing and healthcare positions)
- Employee Misconduct Registry (nursing and healthcare positions)
- Certification and Licensure Verification (nursing and healthcare positions)

All licensed Registered Nurses, Vocational Nurses, and other professionally licensed or certified personnel are required to keep their Texas licensures current. Their current licensure must be registered each year with the Executive Director and become part of their personnel file.

All team members must meet the following health precautions prior to beginning and sustain them during employment,

- Clean drug test results
- Clear COVID-19 screening
- Clear tuberculosis test (Tuberculosis testing is required each year for all employees)

- Current flu shot (Influenza Vaccinations are available to all employees each year)
- Hepatitis B vaccinations are offered

PROFESSIONAL SKILLS AND ABILITIES

Service-Oriented

- Responds to managers' and customers' needs promptly and positively
- Addresses complaints quickly, solves problems, and reports concerns that cannot be resolved promptly

Communication Skills

- The ability to understand written and oral instructions in English
- Listens attentively
- Communicates effectively
- Never says "I'm too busy" but asks "What else can I do"

Professionalism

- Readily accepts constructive criticism
- Eager to learn or change for the good of the organization

Teamwork

- Team player with a commitment to making things better for the facility and residents
- Treats others with respect
- Demonstrates good work relationships with other departments

Availability

- Flexibility to be able to work alternate shifts (e.g., overtime, evening, or weekends) if needed
- Must be able and available to perform other duties as needed to meet team objectives

PERSONAL ATTRIBUTES

- Organized with excellent time management and a personal desire to work
- Demonstrate strong attention to detail
- Flexibility to work in a team environment as well as individually – proactively creating a positive experience for others
- Self-motivated, able to work independently, meet deadlines and take ownership and accountability for results as you are responsible for driving client success

ADDITIONAL QUALIFICATIONS

- Must maintain a valid driver's license and have reliable transportation and insurance
- Able to work standing, sitting, and walking in both an office environment with heating and air conditioning, and outdoors as needed, in support/execution of assigned duties

Top Reasons People Work at Lavender Springs

Job Security

We enjoy a growing and expanding industry – and we are growing too!

What We Do Makes a Difference

We understand that when employees are part of something special, they are challenged to contribute and deliver their best effort – especially when what we do makes a real difference in people's lives.

Our Work Has Real Purpose and Meaning

We are committed to doing good for our Customers, our Community, our Colleagues, and our Company. So, we are also looking for new team members who want to do work that changes lives for the better.

Being Part of Something Special

We are doing something special at Lavender Springs and our internal culture is a big part of it. We know that being part of "something special" is important to people like us.

Recognition, Rewards and Respect

Lots of companies have guiding beliefs, however, our commitment to recognition and respect is based on our beliefs and convictions.

Servant Leadership

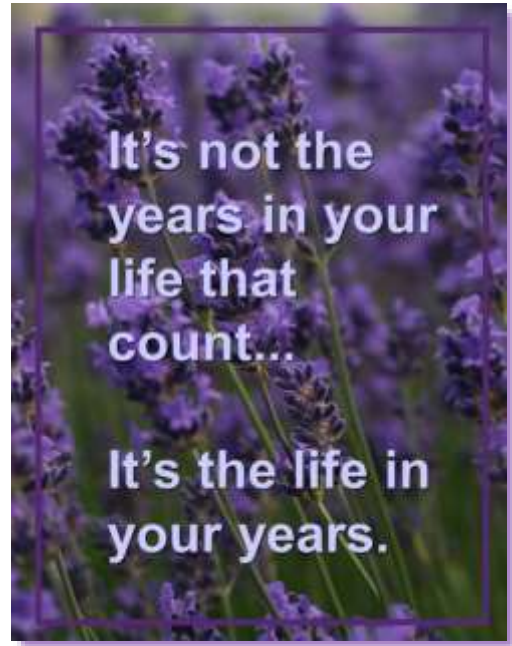
The servant-leader is servant first. That means our leaders' primary job is to serve and enable team members to be successful – personally and professionally.

Trust

Great employees stay because they trust their leadership. That trust is earned, appreciated, and protected.

And...We Love What We Do

Our passion for our work intersects with the vision and mission of the company. It makes what the company stands for worth protecting and fighting for. We deeply and truly believe in the work of OUR company and how we impact lives. And we're doing it better together!



**Want a place to grow personally and professionally?
This is the place.**

Compensation, Benefits and Total Rewards

The Company's Benefits Total Rewards program clearly demonstrates a commitment to providing support and assistance for all team members. The Company is committed to support the well-being of its employees. The Benefits and Total Rewards package for team members includes,

Financial Rewards

COMPETITIVE COMPENSATION

- **Competitive Pay Scale** based on position and experience
- Increased Pay for nights and weekends
- **On Call Pay**
- **Overtime Pay** for non-exempt employees who work over 40 hours in a workweek
- **Holiday Pay** for major holidays
- **Pay Increases** at every 6 months of active service

PAID HOLIDAYS

- The Company recognizes the following official holidays:
New Year's Day
Thanksgiving Day
Christmas Day

PAID TIME OFF (PTO)

- Paid time off benefits are provided to both Exempt and Non-Exempt, regular full-time employees upon completion of their first year of continuous service and consistent with Company policies.
- For Exempt Employees,
 - 1st year accrual rate is 48 hours annually
 - 2nd year accrual rate is 56 hours annually
 - 3rd year accrual rate is 64 hours annually
 - 4th year accrual rate is 72 hours annually
 - 5th year and forward, the accrual rate is 80 hours annually
- For Non-Exempt Employees,
 - 1st year accrual rate is 1 hour of PTO per 40 hours worked
 - 2nd year accrual rate is 1 hour of PTO per 35 hours worked
 - 3rd year accrual rate is 1 hour of PTO per 30 hours worked
 - 4th year accrual rate is 1 hour of PTO per 25 hours worked
 - 5th year and forward, the accrual rate is 1 hour of PTO per 20 hours worked

SICK PAY BENEFITS

- The Company provides regular full-time, employees the paid time off bank which can be used consistent with Company policies. *(Regular Part-time, Temporary and Part-time (On-Call) employees are not eligible to receive paid time off benefits.)*

Life and Family Benefits

LEAVES OF ABSENCE

- **Bereavement Leave of Absence** – In the event of a death of an immediate family member of an employee, a paid leave of up to three days and an unpaid leave of up to four days may be granted.
- **Jury Duty Leave of Absence** – Any employee who has been called to serve jury duty may do so.
- **Medical Leave of Absence For Occupational Disabilities** – The Company will grant a workers' compensation disability leave to employees with occupational illnesses or injuries in accordance with state law.
- **Military Leave of Absence** – Military leaves of absence are granted with documentation from the appropriate military authority.
- **Personal Leave of Absence** – A personal leave of absence without pay may be granted upon the discretion of management.
- **Witness Duty Leave of Absence** – An employee who is required by law to appear in court as a witness on a matter that is not Company-related shall be granted time off.

WELLNESS BENEFITS

- 1/2 Gold's Gym Membership paid by Lavender Springs after 3 months of service
- Lavender Springs is proud to offer a smoke-free workplace. Because Lavender Springs is a non-smoking community, residents, staff, and visitors are not allowed to smoke inside or outside of the community. All smoking is permitted off the community property.

Professional Growth and Development

INDIVIDUAL CAREER DEVELOPMENT

- Subject matter training and skills enhancement
- Compliance training and access to additional training
- Personal Career Pathing and Planning
- Coaching and Mentoring
- Performance Reviews are completed at least once annually

ADDITIONAL CAREER SUPPORT

- Lavender Springs has cultivated and maintains a culture that rewards internal success with additional opportunity, responsibility, and rewards. That means, we look for opportunities to promote from within. We cross train ambitious team members in anticipation of new opportunities.
- When new positions are available, they are presented to existing team members before we look for new people.
- We invest in team members who desire to build a career and not just have a job.
- We hire people with talent and upside knowing that new opportunities will come in the future.

Even More Perks

✔ **MEALS...yep, you heard it right**

- Enjoy fresh meals prepared by our own chef during your break while you are working your shift

Other Benefits

✔ **MANDATED BENEFITS**

- Occupational Injury Insurance
- Lavender Springs pays premiums to cover benefits related to workplace injury insurance

✔ **COBRA**

- Continuation of some benefits, including health insurance, is available to participants at their own cost, after leaving employment with Lavender Springs or for certain other qualifying events.

Intangible Rewards

Intangible rewards can only be delivered by a company and supervisors who care. Intangible rewards at Lavender Springs include praise, awards, honors, recognition, inclusion, etc. We take this seriously – here’s how seriously and what else you can expect on our team,

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|---|--|
| ✔ Healthy Leadership Team | ✔ Cross-training Opportunities |
| ✔ Caring, Qualified Colleagues and Leaders | ✔ Servant Leadership Management Model |
| ✔ Strong Continuous Improvement Culture | ✔ Culture that Values Diversity & Inclusion |
| ✔ Compassionate, Faith-based Culture | ✔ Career Advancement possibilities |
| ✔ Performance Appreciation and Recognition | ✔ Career Stability in an established organization |

The Company is committed to protecting that amazing culture through its commitment to servant leadership and high standards.

The Company will consider all qualified employment applicants without regard to race, color, religion, national origin, age, gender, gender identity, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Military Veterans are Encouraged to Apply




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- * Eligibility for certain benefit options may be based on role, length of service or other criteria.
 - * The Company does not offer health, vision, or dental insurance benefits at this time.



LAVENDER SPRINGS

Lavender Springs is a small, intimate, 16 resident assisted living home nestled in Hill County outside Austin, Texas.

Where to Find Us...

 **Residential Facility & Office**
13701 Trautwein Road
Austin, Texas 78737

 [Make an Appointment](#)

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