

HOSPICE CARE AVON MAITLAND (HCAM)

POSITION TITLE: Personal Support Worker (PSW); Rotary Hospice Stratford Perth (RHSP)

REPORTS TO: Director of Residential Care

POSITION SUMMARY:

The Personal Support Worker (PSW) reports directly to the Director of Residential Care (DRC) and indirectly to the Executive Director (ED). Accepting guidance from the Clinical Resource Nurse (CRN), the PSW works as a member of an interdisciplinary team, providing support to residents and families of Hospice Care Avon Maitland (HCAM) during their end-of-life journey according to the established goals of care and established policies and procedures.

Personal Support Workers foster a home-like environment by: assessing resident needs within their scope of practice; documenting; following care plans and direction of nursing staff; and assessing and maintaining the cleanliness and safety of the hospice environment.

ESSENTIAL FUNCTIONS

ACTIVITIES OF DAILY LIVING:

- Bathing and hygiene
- Dressing
- Transfers and ambulation
- Toileting
- Meal prep and feeding
- Provide care for the body after death

HOUSEHOLD DUTIES:

- It is an expectation of employment that daily cleaning duties are assigned and completed. There will be times when resident care is at a peak and not all duties can be fulfilled. Report is then to be given to the oncoming shift on duties still needing to be completed.

RESIDENT AND FAMILY CARE:

- Shares observations and changes in resident status with nursing staff and documents accurate reports according to scope of practice.
- Communicates and consults with members of the care team regarding resident care at interprofessional meetings and daily shift reports.
- Acts as an advocate to protect and promote the resident and family rights to autonomy, respect, privacy, dignity and access to information.
- Briefs volunteers regarding resident and family needs as stated in the plan of care.

QUALITY ASSURANCE:

- Participates in continuous quality improvement and program evaluation activities, education sessions, team conferences, meetings, and committees.
- Identifies resident care issues that provide opportunity for improved resident care practices.
- Participates on hospice committees for improvement of resident care and the work environment.
- Attends staff meetings and educational sessions. If unable to attend, provides notice in advance to the DRC and reviews minutes of meeting.
- Participates in the orientation and ongoing education of hospice staff, students, and volunteers by providing information and acting as a preceptor when assigned.
- Active participant in the performance appraisal process including learning plans and attends educational programs to maintain and enhance clinical competency.

RISK MANAGEMENT AND SAFETY:

- Assists in maintaining a safe environment for residents and their families, staff, and volunteers by adhering to established safety and emergency practices of RHSP.
- Complies with all HCAM Clinical, Infection Control and Occupational Health and Safety policies and processes to eliminate or minimize unsafe acts or conditions, including identification and reporting of near misses and actual adverse occurrences.
- Ensures familiarity with emergency response plans and complies with the procedures outlined for each type of emergency.
- Utilizes any equipment, protective devices, or clothing required by HCAM.
- Reports to the DRC any known missing or defective equipment or protective device that may be dangerous to himself, herself, or another worker and commits to not using said equipment until issue is resolved.
- Reports any contravention of the *Occupational Health & Safety Act* or the regulations or the existence of any hazard to the DRC.

LEADERSHIP:

- Serves as a positive role model for staff, students, volunteers, family members, visitors, health care professionals and the community.

PUBLIC RELATIONS AND NETWORKING:

- Raises community awareness of hospice palliative care and of the services provided by SPRH during tours of the facility, hospice events in the community and educational presentations.

- Recognizes the impact of personal statements made by employees in the community about the hospice and refrains from making any disparaging remarks about the organization either verbally or via social media.

FUNDRAISING:

- Able to appropriately direct questions regarding support and/or donations and participates in fundraising initiatives and events arranged by Stratford Perth Hospice Foundation (SPHF).
- Refrains from making any fundraising requests to benefit the hospice or its employees without first discussing with the Fund Development Manager.

JOB SPECIFICATIONS

EXPERIENCE AND KNOWLEDGE:

- Minimum three years recent palliative care experience preferred.
- A strong dedication to the philosophy of hospice palliative care and a commitment to the vision, mission and values of HCAM.
- Ability to work with residents and families living with and dying from advanced illness.
- Computer literate and able to work with Microsoft Suite.
- Knowledge of Point Click Care documentation system an asset.
- Experience with housekeeping and food preparation duties.

EDUCATION:

- Graduate of a recognized Personal Support Worker program
- Has completed the Fundamentals of Palliative Care and Advanced Palliative Practice Skills (APPS) or willingness to register at employee's expense during the probationary period.
- Safe Food Handling course an asset, or willingness to register at employee's expense during the probationary period.
- Current CPR training and willingness to re-certify as required. Required at employee's expense prior to orientation.

WORKING CONDITIONS AND EXPECTATIONS

- Provision of Police Record and Vulnerable Sector Check. Required at employee's expense prior to clinical orientation. Results within the last 3 months will be accepted.
- Provision of Tuberculin (TB) Skin Test results (Mantoux Test). Required at employee's expense prior to clinical orientation. Results within the last 3 months will be accepted.
- Ability and willingness to work flexible hours including day and night shifts as well as extended hours, weekends and holidays.

- Reliable transportation to and from work and willingness to incur expense of travel if this transportation is unavailable.
- Participates in staff meetings and other mandatory activities that may occur outside of normal work hours.
- Work is performed in a patient care setting and may involve exposure to waste gases and blood and body fluids and hazardous materials. Ability to function in the presence of each of the following commonly encountered environmental factors:
 - Noxious smells; chemicals
 - Disease agents
 - Noise and distraction
 - Frequent exposure to water and chemicals used in disinfection/sterilization process.
 - Unpredictable behaviour of others

PHYSICAL REQUIREMENTS:

- Standing, squatting, bending, pulling, pushing, twisting and repetitive movements.
- Lifting up to 30lbs unassisted.
- Ability to provide transfer assistance and mechanical lifting to residents or varying ability using appropriate body mechanics.
- Combinations of walking around the facility and sitting at a desk, or in front of a computer, for 12 hours.

INTERPERSONAL SKILLS AND COMPETENCIES:

- Positive approach to resident service and a demonstrated capacity for empathy.
- Must be fluent in speaking, reading and writing in the English language. Effective communication skills in additional languages is an asset.
- Strong organizational, prioritization and teamwork skills.
- Ability to work collaboratively as part of a team and speak effectively in small group settings.
- Ability to take direction and both give and take feedback including respectful constructive criticism.
- Demonstrated problem solving and conflict management skills

NOTE: This job description is not implied to be exhaustive. Employees may be requested to perform other related duties as assigned to meet the ongoing needs of RHSP.