Tłı̨chǫ Community Services Agency
Dǫ Nàke Lanì Nàts'etso • Strong Like Two People

IDENTIFICATION

Department	Position Title	
Tłı̨chǫ Community Services Agency	Personal Support Worker – Home and Community Care	
Position Number	**Community**	**Division/Region(s)**
27-11208	Whatì, NT	Health & Social Program/ Tłı̨chǫ

PURPOSE OF THE POSITION

The Personal Support Worker – Home and Community Care (PSW-HCC) is responsible for providing personalized care and support to clients of the HCC program by assisting with activities of daily living (ADL) in accordance with the philosophy and objectives of the Tłı̨chǫ Community Services Agency (TCSA) to ensure the continued health, safety, comfort and independence of clients.

SCOPE

The scope of the TCSA is to manage the delivery of a range of integrated public Government of the Northwest Territories (GNWT) and First Nations health, wellness and education programs and services for the Tłı̨chǫ communities of Behchokǫ̀, Gamètì, Wekweètì and Whatì. Established in 2005 as part of the Tłı̨chǫ Agreement, the Agency is designed to be an interim GNWT organization through which the Tłı̨chǫ Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, an 18-bed Long Term Care Facility, and Continuing Care services.

The Tłı̨chǫ Community Services Agency vision "Strong Like Two People" is a metaphor for the desire by community leadership to build an organization, and create programs and services, that recognize the strength and importance of two cultures. Local Tłı̨chǫ and non-Tłı̨chǫ knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Whatì and reporting to the Nurse in Charge, Home and Community Care (NIC- HCC) in Behchokǫ̀, the PSW-HCC is responsible for providing culturally sensitive respite and ADL care to clients of the HCC Program in Whatì. The NIC-HCC will identify the clients and accept

them into the program based on a nursing assessment and the level of support or care required.

The PSW-HCC is a member of the HCC team who provides direct personalized care to clients who have common well-defined nursing diagnoses. The PSW-HCC will act as a client's advocate and facilitates communication between the client, family, the NIC-HCC and other health care professionals. This will result in a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the client.

The PSW-HCC will ensure the safety and comfort, maintain hygiene, facilitate physical activity and promote the independence and emotional well-being of the client in a respectful and compassionate manner.

RESPONSIBILITIES

1. **Provide individualized care to clients of the HCC Program in accordance with the philosophy and objectives of the TCSA to ensure the continued health, safety, comfort and independence of clients.**

    - Assess a client's change in medical condition, noting full details of the change such as but not limited to temperature, pulse, blood pressure, respirations, skin condition, location and severity of pain, and general condition (i.e. restlessness, anxious, aggressive, comatose, etc.) and report the findings to the NIC-HCC or Licensed Practical Nurse (LPN) as appropriate.
    - Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart all treatments provided.
    - Deliver treatments as outlined by a health care provider and in accordance with the care plan, including but not limited to exercises, wound dressing changes, application of topical creams, basic foot care, and blood glucose monitoring.
    - Provide subcutaneous insulin injections when required and under the direction of the NIC-HCC.
    - Assist in the development of a nursing care plan and revisions as changes occur in a client's condition.
    - Deliver and ensure ingestion of medications as directed by the NIC-HCC.
    - Monitor condition of clients throughout the duration of their treatment, illness or program.
    - Provide medical interpretation to clients of the HCC clients using the NWT's Medical Interpreter's Guide.
    - Assist clients to achieve their optimum level of health in situation of normal health, illness, injury, or through the process of dying.
    - Advocate the dignity and self-respect of clients.
    - Promote the autonomy of clients and help them to express their health needs and values to obtain appropriate information and services.

- Package and transport biological samples and pharmaceutical materials.
- Safeguard the trust of clients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.

2. **Ensure the continued health and well-being of all clients by ensuring clients have timely access to all ADLs with little to no restrictions.**

    - Assist clients with all ADLs including but not limited to: mobilizing, cooking, cleaning, eating, dressing, washing, and socializing.
    - Promote dignity, comfort and respect for the client's cultural and personal beliefs.
    - Collaborate with all health care providers within Behchokǫ̀ to ensure a holistic approach to daily living needs.

3. **Assist the NIC-HCC with the day-to-day administration and clerical functioning of the HCC Program.**

    - Report any damage or problems with equipment, tools or structures used by the PSW-HCC or within clients' homes so the NIC-HCC can arrange for corrective action in a timely manner.
    - Monitor inventory stock levels (medical and non-medical) and notify the NIC-HCC when levels are low so they can arrange for the ordering of supplies as required.
    - Assembling client charts and restocking as needed.
    - Photocopying, shredding and restocking of documents and forms.
    - Document care provided to clients each day.
    - Collect and document program statistics to support service planning and program delivery.

4. **As a member of the care team, the incumbent will actively contribute to the mental, spiritual, psychological and social well-being of clients.**

    - Encourage clients to participate in planned social and recreational activities as appropriate.
    - Provide clients with social interaction daily.

5. **Advocate for practice environments with the organization, resources, and supports necessary to provide safe, competent and ethical care.**

    - Provide coaching and leadership to peers, students and other members of the health care team to develop the skills necessary to achieve and maintain standards of care.

- Collaborate with nurses, colleagues and other members of the health care team to advocate for health care environments that support ethical practice and promote the health and well-being of clients and staff.
- Participate in research, special projects and staff meetings to plan, implement and evaluate HCC services and client care.

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time will be spent supporting clients which may involve lifting, bending, reaching, and assisting with exercise, also assisting clients in and out of vehicles, and with mobilization.

Other duties include helping clients with cleaning homes, cooking and bathing, which can be very physically demanding. The incumbent must have good upper and lower body strength and be able to walk with ease.

Other physical demands include stocking supplies, moving equipment, performing CPR, and standing or sitting for long periods.

Environmental Conditions

Many services are provided in the clients' homes, as a result, the incumbent may be exposed to smoke, dust, odors, unsanitary conditions, etc. In addition, the incumbent will have moderate levels of exposure to communicable diseases (e.g. tuberculosis), blood, bodily fluids, and hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risks to the incumbent.

The incumbent is also required to travel from the Health Centre to and from clients' homes throughout the year and may be exposed to varying outdoor environmental conditions, including extreme cold, snow, ice, wind, rain, smoke, and other adverse weather and road conditions.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell, and hearing for ongoing assessments, provision of care in controlled (e.g. Health Centre) and uncontrolled (e.g. client homes) , and observation of clients within their home.

The incumbent will also be required to use visual and auditory senses while driving to and from client homes, including maintaining awareness of road conditions, traffic, weather, and other environmental hazards.

Mental Demands

Within the health care setting, there is limited control over the pace of work, with frequent interruptions and changing priorities.

Most services are provided within clients' homes. As a result, the incumbent may be required to interact with family members who may be demanding, confrontational, or, on occasion, under the influence of drugs or alcohol which may be distressing. As the community is small and the PSW-HCC may be known throughout the community, these interactions may extend beyond regular working hours and can result in moderate levels of stress associated with interruptions to personal and family life.

The incumbent may be required to travel by air or road to other communities to support other Tłı̨chǫ HCC programs and may be required to travel to Yellowknife to support client care.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and an ability to apply basic First Aid and CPR to preserve life and promote healing.
- Knowledge of and an ability to provide basic home health and support.
- Knowledge of drugs and drug interaction.
- Knowledge of healthy aging process.
- Knowledge of traditional healing methods as well as community and cultural norms.
- An ability to apply bandages dressings and/or splints.
- An ability to use health care equipment (including but not limited to Hoyer Lift, Commode Tub, etc.).
- Ability to operate basic medical equipment required to assess clients (i.e. thermometer, stethoscope, sphygmomanometer, Blood Glucose Monitor, forceps, scissors, simple suction equipment, stretchers, etc.).
- Communication skills including speaking, reading and writing (ability to follow verbal and written instruction from nursing, medical and dental personnel and interpret health information accurately - following the Medical Interpreter's Guide).
- Ability to drive (operate a motor vehicle) in order to transport themselves to and from different homes as well as transport clients.
- Ability to navigate and use computers and e-mail, including electronic documentation systems and other software required to perform the duties of the position.
- The incumbent must be aware of the importance of confidentiality and be able to always keep personal and medical information private and confidential.
- Self-Control (Restrains Strong Emotions) - An ability to control strong emotions such as anger, frustration, fear and/or stress.
- Flexibility (Adapts Normal Procedures) - An ability to alter normal procedures or ways of working to fit a specific situation to get the job done.
- Analytical Thinking (Breaks down Problems) - An ability to break problems into simple lists of tasks or activities.

- Listening, Understanding and Responding (Listens Responsively) - An ability to demonstrate objective and active listening and behave in a helpful and responsive manner (this includes being able to see out the facts and pertinent information before drawing conclusions).
- Client Service Orientation (Follows Up) – An ability to follow through on client/patient inquiries and request. This includes keeping the client/patient up to date on status.
- Teamwork & Cooperation (Cooperates) - An ability to participate in groups willingly and support team decisions (i.e. is a "good team player").
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

Successful completion of a Personal Support Worker Program

Grade 12

Equivalent combinations of education and experience will be considered

ADDITIONAL REQUIREMENTS

A valid class 5 driver's license is required

TCSA Requirements:
Within the Region all health care providers must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- HIA/Privacy Training
- WHIMIS
- CPR & Standard First Aid
- Infection Prevention & Control (IPAC)
- Non-Violent Crisis Intervention
- Cultural Awareness Training
- Hand Washing Certificate
- Training as required by Accreditation Canada

Position Security (check one)

☐ No criminal records check required
☐ Position of Trust – criminal records check required
☒ Highly sensitive position – requires verification of identity and a criminal records check

French Language (check one if applicable)

☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☐ French preferred

Indigenous Language: Tlicho

☐ Required

☒ Preferred