



Tlicho Community Services Agency  
 Dɔ Nàke Lanl Nàts'etso • Strong Like Two People

**IDENTIFICATION**

Department	Position Title	
Tlicho Community Services Agency	Home Support Worker	
Position Number(s)	Community	Division/Region(s)
27-94015	Behchokò, NT	Health & Social Program/ Tlicho

**PURPOSE OF THE POSITION**

The Home Support Work (HSW) is responsible for providing personalized care and support to clients of the Homecare program by assisting with activities of daily living (ADL) in accordance with the philosophy and objectives of the Tlicho Community Services Agency (TCSA) to ensure the continued health, safety, comfort and independence of clients.

**SCOPE**

The scope of the Tlicho Community Services Agency is to manage the delivery of a range of integrated public GNWT and First Nations health, wellness and education programs and services for the Tlicho communities of Behchoko, Gameti, Wekweeti and Whati. Established in 2005 as part of the Tlicho Agreement, the Agency is designed to be an interim GNWT organization through which the Tlicho Government will eventually exercise their treaty rights for self-government. The Agency serves approximately 3,000 people, employs 230 staff and has an annual budget approximately of 30 million dollars. Programs and services include K-12 education, health and wellness, child and family services, mental health and addictions, continuing care and independent living.

The Tlicho 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 Tlicho and non-Tlicho knowledge have complementary strengths, which together can achieve solutions to contemporary problems which neither could alone.

Located in Behchoko and reporting to the Regional Home and Community Care Coordinator the incumbent is responsible for providing culturally sensitive respite and ADL care to clients

of the Homecare program in Behchoko. The Regional Home and Community Care Coordinator will identify the clients and accept them into the program based on a nursing assessment and the level of support or care required.

The HSW is a member of the homecare team who provides direct personalized care to residents who have common well-defined nursing diagnoses. The HSW will act as a client's advocate and facilitates communication between the client, family, the Regional Home and Community Care Coordinator 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 residents.

The HSW 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 Homecare Program in accordance with the philosophy and objectives of the TCSA to ensure the continued health, safety, comfort and independence of clients.**
  - Assess a residents 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 Coordinator or NIC as appropriate.
  - Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart all treatments provided.
  - Deliver treatment as outlined by a health care providers (i.e. including but not limited to providing exercise as identified by physiotherapist, dressing or re-dressing wounds based on the Coordinators nursing care plan, or applying topical cream on bed sores based on the Coordinators nursing care plan).
  - Assist in the development of a nursing care plan and revisions as changes occur in a client's condition.
  - Provide subcutaneous insulin injections when required and under the direction of the Coordinator.
  - Deliver and ensure ingestion of medications as directed by the Coordinator (pre-dispensed in bubble packs).
  - Provide treatment as directed (i.e. including but not limited to performing simple dressings, footbaths, blood sugar tests, etc.).
  - Monitor condition of clients throughout the duration of their treatment, illness or program.
  - Provide medical interpretation to clients of the Homecare 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 that the clients have timely access to all activities of daily living with little to no restrictions**
- Assist clients with all activities of daily living (i.e. including but not limited to mobilizing, cooking, cleaning, eating, dressing, washing, socializing, etc.).
  - Promote dignity, comfort and respect for the client's cultural and personal beliefs.
  - Collaborate with all health care providers within Behchoko to ensure a holistic approach to daily living needs.
- 3. Assist the Regional Home and Community Care Coordinator with the day-to-day administration and clerical functioning of the Homecare Program.**
- Report any damage or problems with equipment, tools or structures used by the HSW or within clients homes so that the Coordinator can arrange for corrective action in a timely manner.
  - Monitor stock levels (medical and non-medical) and notify the Coordinator when levels are getting low so that s/he can arrange for the ordering of supplies as required.
  - Prepare written shift reports on ADL or occurrences about clients, and
  - Collect individual statistics for management.
- 4. As a member of the homecare clients' care team the incumbent will actively contribute to the mental, spiritual, psychological and social well-being of residents.**
- Encourage clients to participate in planned social and recreational activities as appropriate.
  - Provide clients with social interaction on a daily basis.
- 5. Advocate practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.**
- Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care.
  - Collaborate with nurses, peers and other members of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients/clients and staff.
  - Participate in research, special projects and staff meetings to plan, implement and evaluate homecare clients' health status.

## **WORKING CONDITIONS**

### **Physical Demands**

Most of the incumbent's time will be spent supporting residents in ADL which will involve lifting, assisting and helping residents with mobilizing, cleaning homes, cooking and bathing which can be very physically demanding.

### **Environmental Conditions**

Virtually all of the services provided will be in 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 (i.e. TB), blood (i.e. changing dressings), body fluid and hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risks to the incumbent.

### **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during on-going assessment, provision of care and during observation of clients within their home.

### **Mental Demands**

Within the health care setting there is significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress.

Virtually all of the services provided by the HSW occur within a client's home. As a result, the incumbent will often be required to deal with family members who can be demanding, confrontational, and on occasion under the influence of drugs or alcohol. As the community is small and the HSWs are known throughout the community these interactions are not limited to just hours of work, which results in moderate levels of stress resulting from interruption of social and family life.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and an ability to apply basic First Aid and CPR in order to preserve life and promote healing,
- Knowledge of and an ability to provide basic home nursing and support,
- Basic 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 nursing equipment (including but not limited to Hoyer Lift, Commode Tub, etc.).
- Ability to operate basic medical equipment required to assess patient vital statistics and condition (i.e. thermometer, stethoscope, sphygmomanometer, Blood Glucose Monitor, forceps, scissors, simple suction equipment, stretchers, etc.).
- An ability to speak, read and write English (this includes and 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.
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- 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 in order 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”).

**Typically, the above qualifications would be attained by:**

- This level of knowledge is commonly acquired through the successful completion of a Home Care Program or Personal Support Worker Program
- The incumbent must maintain current certification in CPR and Standard First Aid.
- The incumbent must have a valid class five driver's license and be able to complete a satisfactory criminal records check.

**ADDITIONAL REQUIREMENTS**

**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 applies)

- 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

**Aboriginal language:** Choose a language

- Required
- Preferred