IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Personal Support Worker – Long Term Care	
Position Number	**Community**	**Division/Region**
48-15173	Norman Wells	Continuing Care/Sahtu

PURPOSE OF THE POSITION

Personal support workers (PSW) provide personalized care for residents of the Northwest Territories (NWT) by promoting independence, providing assistance and support for functional challenges with activities of daily living (ADL) and ensuring that respect for cultural diversity and personal choice is maintained within the Long Term Care (LTC) home environment. Care needs are met by adhering to the NWT Long Term Care Standards, the "Vision," "Mission," "Values," and policies of the Northwest Territories Health and Social Services Authority (NTHSSA), and the philosophy and principles of Supportive Pathways. The aim of this position is to create a home environment that honors and respects the diversity of everyone including but not limited to needs, desires, and challenges; to focus on promoting resident independence and choice, and to value ones individual participation in ongoing education and knowledge that accomplishes this aim.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all the Northwest Territories (NWT) health and social services, with the exception of the Hay River Health and Social Services Authority and the Tłı̨chǫ Community Services Agency. These three regions cover 1.2 million square kilometers and serves approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services include the full range of primary, secondary, and tertiary health services and social services, including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines, and monitoring for the entire Northwest

Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines, and policies established by the NTHSSA.

The incumbent's position may be in a Long Term Care home and/or the Extended Care Unit (ECU). The Personal Support Worker is part of the care team of the long term care home, and extended care unit and takes direction from and reports to the Registered Nurse or Licensed Practical Nurse.

RESPONSIBILITIES

1. **Provide individualized care to residents in accordance with the policies, standards, and objectives of the NTHSSA and the principles and philosophy of Supportive Pathways to ensure the continued health, safety, comfort, and independence of residents.**
   - Reports any change in medical condition of residents, noting full details of the change including, but not limited to, temperature, pulse, respiration, skin condition, location and severity of pain, and psychological affect and reports these findings to the RN, LPN, Supervisor, and documents the findings along with who it was reported to;
   - Report accurate signs and symptoms and history of illness or injury (where, when, how) including any changes in condition the PSW observed, and chart all treatments provided, who they reported to, and care provided within their scope of practice;
   - Deliver the documented plan of care as identified by the RN or LPN within the parameters of the PSW scope of practice abilities (i.e., providing a defined exercise routine as prescribed by a Physiotherapist or Occupational Therapist, or applying a non-prescription topical cream based on the direction from the RN/LPN, which is part of the documented plan of care);
   - Participates in developing a nursing care plan by providing information on present abilities and/or changes in a resident's needs, including but not limited to physical, behavioural, functional, emotional, and nutritional;
   - Provide an environment of trust and respect with privacy, open communication, and an awareness that the staff member is entering, and works in the resident's home and that the individual should be guaranteed the respect and courtesy that accompanies this;
   - Assist residents to achieve and maintain their optimal level of well being;
   - Advocate for the dignity and self-respect of residents;
   - Promote the autonomy of residents and help them to express their health needs and values to obtain appropriate information and services; and
   - Follows privacy regulations outlined in NTHSSA policy and NWT Legislation (i.e., PHIPPA, HIA etc.).

2. **Ensure residents' continued health and well-being by providing timely and "person-focused" activities of daily living (ADL) and assistance with Instrumental Activities of daily living (IADL) with little to no restrictions.**
   - Ensures care needs are based on individual preference and choice wherever and whenever possible, by reporting to the Nurse and helping to develop the care plan;
   - Assist residents with all activities of daily living based on needs (i.e., mobility, eating, dressing, washing, socialization, etc.) while maintaining their independence;
   - Assist residents with instrumental activities of daily living as needed (i.e., cleaning, laundry, shopping, etc);
   - Promote dignity, comfort, and respect for the resident's cultural and personal beliefs.
   - Collaborate with all members of the health care team to ensure an integrated, holistic approach in providing daily living needs;
   - Report any damage or problems with equipment, tools, mobility aides, structures, etc., so corrective action can be initiated; and
   - Participates in developing a nursing care plan in collaboration with the resident, family, and nurse in charge by providing information on present abilities and/or changes in a client's needs, including but not limited to physical, behavioural, functional, emotional, and nutritional;
   - Documents all care provided and participates in shift reports both at the end and at the beginning of their shift;
   - Participate in the collection of information for the purposes of statistics, indicators, and/or quality improvement when required.

3. **As a member of the care team, the incumbent will actively contribute to the mental, spiritual, psychological, and social well-being of residents.**
   - Encourage and assist residents to participate in planned social and recreational activities;
   - Aid in the implementation of activities for all residents, either individually or as a group;
   - Provide residents with social interaction and an environment where they have encouragement and the resources available to maintain independence and autonomy; and
   - Provide information on resident's likes/dislikes and routines that can be used in developing the plan of care including what activities interest the residents.

4. **Advocate for practice environments that have the organization and resource allocations necessary for safe, competent, and ethical care.**
   - Provide coaching and leadership to peers, students, and other health care team members 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 for a care environment that is conducive to ethical practice and to the health and well-being of residents and staff;
- Assist with orientation of new staff as assigned;
- Monitor stock levels of supplies (medical and non-medical) and notify the appropriate individual when levels are getting low;
- Participate in staff meetings, working groups, committees, or other meetings as required; and
- Participate in the interdisciplinary team and family meetings to plan, implement, and evaluate residents' identified needs.

5. Evaluates, documents and reports findings

- Participate in shift reports and/or dialogue about residents, needs and communicate relevant information to staff involved in care;
- Ensure that adequate/appropriate forms are available in the chart for an oncoming shift as necessary;
- Documents all information on the appropriate forms and/or progress notes;
- Maintains daily documentation of duties performed;
- Gather and report appropriate data relevant to resident as directed; and
- Gather and report relevant information about programs and activities as required; and
- Participates in all relevant continuing education programs and opportunities (i.e., Supportive Pathways, Integrating a Palliative Approach: Essentials for Personal Support Workers, TLR, etc.).

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time will be spent supporting residents in activities of daily living which will involve lifting, assisting and helping with mobility, repositing, pulling and pushing wheelchair/ stretcher, which can be very physically demanding. Lifting and providing physical support can be done on an individual basis or as a team. If the mechanical lift is used to transfer the residents, at least two healthcare workers must be present. Residents with cognitive impairments may be resistant to receiving assistance from healthcare providers and thus appropriate interactions must be maintained. This resistance may cause increased physical demands on the incumbent, as more frequent care may be required throughout each shift. The incumbent will be required to be aware of and use correct ergonomic positioning while performing resident assessments and care.

Environmental Conditions

For entire shifts, the incumbent will have moderate levels of exposure to communicable diseases (i.e., TB), body fluid and hazardous materials (sharps, hazardous cleaning products, and sterilizing solutions) that can pose potential health risks to the incumbent if not used according to manufacturer's instructions (MSDS).

Resident homes are designated as non-smoking however, there are designated smoking areas for residents.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during ongoing assessment, care provision, and observation of residents within the LTC/ECU home.

Due to differences in resident preferences there could be music/TV/movie noise in multiple rooms as well as in common areas which may cause stress to sensory systems. Other residents and visitors in the area could distract the PSW while they are providing care.

Mental Demands

Residents within the LTC/ECU home are long term residents where the facility is the resident's home. As a result, the PSW has the opportunity to develop relationships with the resident and their family. The PSW is required to support peaceful and dignified care to dying residents and their families in various which may cause significant emotional distress.

Within the health care setting of LTC, there may be a lack of control over the pace of work, and frequent interruptions that may lead to mental fatigue or stress.

Caring for residents and their families who may be distressed, may contribute to moderate/high-intensity mental demand. PSWs working in small communities may be known throughout the community and thus encounter residents and/or family members that they know resulting in interruption of of their personal, social and family life. This may contribute to moderate/high stress levels.

KNOWLEDGE, SKILLS AND ABILITIES

- Level of Knowledge equivalent to that acquired through the Personal Support Worker certificate program offered at Aurora College;
- Current CPR and Standard First Aid certificate;
- Basic computer knowledge, i.e. computer charting and email;

- Ability to operate basic medical equipment required to assess residents' health status/condition (i.e., thermometer, stethoscope, blood pressure machine, blood glucose (sugar) monitor, LTC beds, etc.);
- Knowledge of universal precautions and how to use personal protective equipment (PPE);
- Knowledge of body mechanics;
- Must be able to assist residents with transfers and be knowledgeable on the use of transfer belts, mechanical lifts, and one or two-person assisted transfers;
- Knowledge of different consistencies of liquid and diets (i.e., nectar think liquid, honey thick liquid, mechanical soft diet, puree diet, etc.) and the consequences of a resident not receiving the appropriate liquid/diet textures;
- Ability to work with minimal supervision and set priorities for care as necessary;
- Knowledge of the healthy aging process;
- Knowledge of dementia and how to support individuals living with dementia;
- Ability to provide assistance with or complete personal hygiene, grooming and dressing;
- An ability to speak, read and write English (this includes and ability to follow verbal and written instruction and interpret health information accurately);
- Ability to work flexible hours, i.e., evenings, nights, and/or weekends;
- The incumbent must be aware of the importance of confidentiality;
- Knowledge of the importance of traditional healing and community cultural practices;
- The ability to speak the Indigenous language of the community is an asset.
- 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:

The successful completion of a Personal Support Worker or equivalent Certification Program; or if no certification, must have at least 1 year of work experience with a minimum of 1000 hours providing care in a long term care or home and community care setting and be able to complete the PSW course within 5 years of hire.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

__ No criminal records check required
__ Position of Trust – criminal records check required
x 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: Select language

☐ Required

☒ Preferred