



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Personal Support Worker, Home and Community Care	
Position Number	Community	Division/Region
48-16990	Kakisa	Continuing Care / Dehcho

## PURPOSE OF THE POSITION

Personal Support Workers (PSW) provide personalized care for clients 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 home environment. Care needs are met by adhering to the Northwest Territories Home 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 provide care in a home environment that honours and respects the diversity and culture of each individual, including but not limited to needs, desires, and challenges; to focus on promoting client independence and choice, and to value one's 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 Tłıchǫ Community Services Agency. These three regions cover 1.2 million square kilometers and serve 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 Tłıchǫ 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 will be in Home and Community Care services. The PSW takes direction from and reports to the Registered Nurse or Licensed Practical Nurse.

The Personal Support Worker is part of a multi-disciplinary team and works autonomously and collaboratively within the team. As part of the collaborative team approach, the PSW may be assigned to provide temporary coverage for appropriately scaled duties of a Community Health Worker (CHW). The PSW will receive any additional training required and will receive applicable responsibility allowance for such coverage.

### **RESPONSIBILITIES**

#### **1. Provide individualized care to clients 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 clients.**

- Reports any change in the medical condition of clients, 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 client'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 client's home and that the individual should be guaranteed the respect and courtesy that accompanies this;
- Assist clients to achieve and maintain their optimal level of wellbeing;
- Advocate for the dignity and self-respect of client;
- Promote the autonomy of clients 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 clients' 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. Care needs are based on individual preference and choice wherever and whenever possible.**

- 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 clients with all activities of daily living based on need (i.e., mobility, eating, dressing, washing, socialization, etc.) while maintaining their independence;
- Assist clients with instrumental activities of daily living as needed (i.e., cleaning, laundry, shopping, meal preparation, etc.) while maintaining their independence;
- Provide medications from a blister pack and as directed by the nurse (i.e., medicated cream to be applied after shower) in accordance with the scope of practice of a PSW;
- Promote dignity, comfort, and respect for the client'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;
- Advocate for the client's participation in planning care delivery and encourage clients and their families to participate in these activities;
- Ensure clients and their families know how to request changes to the care plan and report any care concerns.
- Participates in developing a nursing care plan in collaboration with the client, 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; and
- 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 clients**

- Encourage clients to participate in planned social and recreational activities.
- Aid in the implementation of activities for all clients, either individually or as a group;
- Provide clients with social interaction and an environment where they have encouragement and the resources available to maintain independence and autonomy; and
- Provide information on the client's likes/dislikes and routine that can be used in developing the plan of care, including what activities interest the client.



**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 health care environments that are conducive to ethical practice and the health and well-being of clients 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 interdisciplinary team and family meetings to plan, implement, and evaluate clients' identified needs.

**5. Evaluates, documents and reports findings**

- Participate in shift reports and/or dialogue about clients care needs and communicate relevant information to staff involved in client 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 clients as directed;
- 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, etc.).

**WORKING CONDITIONS**

**Physical Demands**

Most of the incumbent's time will be spent supporting clients in activities of daily living which will involve lifting, assisting, and helping with mobility, repositioning, 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 clients, at least two healthcare workers must be present. Clients with cognitive impairments can 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 client assessments and care.



### **Environmental Conditions**

For entire shifts, the incumbent will have moderate levels of exposure to communicable diseases (i.e., TB, COVID), 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).

In Home and community care, clients may choose to smoke inside the house, resulting in exposure to secondhand smoke. As per HCC guidelines, clients are discouraged from smoking during the visit and should stop 2 hrs before the HCC appointment. However, the residue from smoking may still be at risk for exposure.

HCC clients may also have pets in the home, potentially exposing the PSW to allergens and smells. HCC guidelines encourage pets to be kept away from the care area during the home visit, but the odours and allergens may still be present.

### **Sensory Demands**

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during an ongoing assessment, care provision, and continuous observation of clients within the client's environment.

Due to differences in client preferences, there could be music/TV/movie noise in multiple rooms as well as in living areas which may cause stress to sensory systems. There may also be other people in the home that could distract the PSW while they are providing care.

### **Mental Demands**

The incumbent is providing care within the client's home. As a result, the PSW has the opportunity to develop relationships with the client and their family. Within the Homecare setting, there is a significant lack of control over the place of work, and frequent interruptions.

The PSW is required to support peaceful and dignified care to dying clients and their families in various situations, including caring for clients and their families who may be distressed.

PSWs working in small communities may be known throughout the community and encounter clients and/or their family members outside of working hours; work hours may be an irregular schedule that includes evenings and/or weekends. Either/both of these circumstances may result in disruptions to personal life.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge equivalent to that acquired through the Personal Support Worker certificate program offered at Aurora College;



- Knowledge of common computer software, including computer charting and email;
- Ability to operate basic medical equipment used to assess client's health status/condition (i.e., thermometer, stethoscope, blood pressure apparatus, blood glucose monitor, simple suction equipment, etc.);
- Knowledge of universal precautions and how to use personal protective equipment (PPE);
- Knowledge of body mechanics;
- Ability to assist clients with transfers and be knowledgeable on the use of transfer belts, mechanical lifts, and one-person or two-person assisted transfers;
- Knowledge of different consistencies of liquid and diets (i.e., nectar thick liquid, honey thick liquid, mechanical soft diet, puree diet, etc.);
- 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 in a healthcare setting (this includes an ability to follow verbal and written instruction and interpret health information accurately);
- Ability to work flexible hours, i.e., evenings, nights, and/or weekends;
- Knowledge of the importance of confidentiality;
- Knowledge of the importance of traditional healing and community a cultural practice;
- 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 minimum 1 year of work experience with a minimum of 1,000 hours providing care in a long-term care or home and community care setting, and be eligible to register in the PSW course and complete within 5 years of hire.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

Valid Driver's License.

Current CPR and Standard First Aid certificate.

Completion of PSW Certification course within 5 years of hire (if not certified at time of hire).

Completion of assigned trainings required to provide temporary coverage of a Community Health Worker role.



**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:** Select language

- ☐ Required
- ☒ Preferred