



## IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Personal Support Worker	
Position Number	Community	Division/Region	
48-17545	Fort Simpson	Continuing Care Services/Dehcho	

## PURPOSE OF THE POSITION

Provide personalized care for residents of the Fort Simpson Elder Care Home by promoting independence; providing assistance and support for functional challenges with activities of daily living (AOL) 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 Territory Continuing Care Standards; the "Vision", "Mission", "Values" and policies of the Northwest Territories Health and Social Services Authority (NTHSSA); the philosophy and principles of Supportive Pathways. The aim of this position is to work in creating a home environment that honors and respects the diversity of each individual 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 health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tlicho regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes 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 Tlicho 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 as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA administers all regional health and social services delivered through 3 Community Health Centers, 6 Community Health Stations, and 1 Long Term Care facility in the Dehcho Region. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis as well as to residents of the Long Term Care facility in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

The incumbent's position is located within the Fort Simpson Elder Care Home within Fort Simpson. The facility is connected to the Fort Simpson Health Centre. The incumbent reports directly to the Nurse in Charge (NIC). The incumbent is one of 6 Personal Support Workers (PSW); 5 Relief Personal Support Worker (RPSW), and 6 Licensed Practical Nurses (LPN's) who provide 24 hour culturally sensitive care to residents of the 18 bed LTC facility.

During every shift there is a minimum of one LPN and 1 PSW on duty to provide care. During evening shifts the LPN will take a lead role in the provision of care and the incumbent will report to the LPN during these shifts; evening and night.

Residents within the Fort Simpson Elder Care home are individuals requiring support for Activities of Daily Living (AOL's), Instrumental Activities of Daily Living, for complex physical, cognitive/mental health challenges with associated behaviors and who require 24 hour care and supervision. The residents' medical outcomes must be stable and predictable. Residents within the facility are visited a minimum of once every three months or more frequently as required by their physician.

Within the LTC facility the NIC and the LPN are the only designated staff members who can dispense medications. After normal hours of operation (8:30am - 5 pm) emergencies requiring nursing assessment or treatment will be handled by the Community Health Nurse (CHN) on call through the Fort Simpson Health and Social Services Centre. The NIC will be called for administrative concerns or questions that cannot be addressed by the LPN on site.

## **RESPONSIBILITIES**

- 1. Provide individualized care to residents of the LTC facility 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.**

- 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, blood glucose monitoring, etc.) and report the findings to the NIC, LPN, or CHN as appropriate.
- Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart all treatments provided.
- Deliver the documented plan of care as identified by the LPN health care provider and within the parameters of the PSW scope of practice abilities. (i.e. including but not limited to providing a defined exercise routine as prescribed by a Physiotherapist or Occupational Therapist, or applying a non-prescription, acceptable topical cream on bed sores based on the direction from the LPN and that is part of the documented plan of care).
- Participates in the development of a nursing care plan by providing information on present abilities and/or changes in a residents' needs including but not limited to physical, behavioral, functional, emotional, nutritional that occur.
- Provide an environment of trust and respect for privacy, open communication and an awareness of the fact that the staff member is entering into the home of the resident and that the individual should be guaranteed the respect and courtesy that accompanies this.
- Assist residents to achieve their optimum level of health in a situation of normal health, illness, injury, or through the end of life.
- 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.
- Safeguard the trust of residents, family members and significant others 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 residents by ensuring that the residents have timely and "person focused" access to AOL'S and IADL's with little to no restrictions. Care needs are based on individual preference and choice wherever and whenever is possible.**

- Assist residents with all activities of daily living as based on need (i.e. including but not limited to mobility, eating, dressing, washing, socialization, etc.).
- Promote dignity, comfort and respect for the resident's cultural and personal beliefs, and
- Collaborate in the provision of daily living needs. Report any damage or problems with equipment, tools or structures within the facility so that that NIC can arrange for corrective action in a timely manner.
- Assist with filing of all forms on charts or individual binders.



- Monitor stock levels (medical and non-medical) and notify the NIC when levels are getting low so the s/he can arrange for the ordering of supplies as required.
  - Prepare written shift reports on AOL or occurrences about residents. Ensure that adequate/appropriate forms are available in charts.
  - Participate in the collection of individual statistics when required.
- 3. As a member of the Resident's care team the incumbent will actively contribute to the mental, spiritual, psychological and social well-being of residents.**
- Encourage residents to participate in planned social and recreational activities.
  - Aide in the implementation of activities for all residents, either individually or as a group.
  - Provide residents with social interaction on a daily basis and an environment where they have encouragement and the resources available to maintain independence and autonomy within their home.
- 4. 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 and staff.
  - Assist the NIC during the orientation of new staff.
  - Participate in research, special projects, staff meetings and annual interdisciplinary team and family meetings to plan, implement and evaluate residents' identified needs.

## **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 residents with mobility which can be very physically demanding.

### **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, toxic cleaning and sterilizing solutions) that can result in potential health risks to the incumbent.

Although the majority of the facility is non-smoking there is a designated smoking area for residents and some of the residents need help in and out of the designated area which results in exposure.



### **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 continuous observation of residents within the LTC facility.

### **Mental Demands**

Residents within the LTC facility are long term patients where the facility is the resident's home. As a result, the PSW has the opportunity to develop relationships with the resident and the resident's family. The PSW is required to support a peaceful and dignified death of the residents that may cause significant emotional stress.

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.

The incumbent will often be required to deal with family members who can be demanding and confrontational. As the community is small and the PSW 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 standard first aid and CPR in order to preserve life and promote healing,
- Knowledge of and an ability to provide basic home nursing 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 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, blood pressure apparatus, Blood Glucose Monitor, 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),
- 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.
- 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 Continuing Care Assistant certification program or equivalent education and experience.

Equivalent combinations of education and experience will be considered.

**ADDITIONAL REQUIREMENTS**

**NTHSSA-Dehcho Region Requirements**

Within the NTHSSA, the PSW must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Personal Support Worker Certificate or Continuing Care Certificate program
- St. John Ambulance Healthy Aging Course,
- Back Care,
- Standard First Aid,
- CPR,
- Pharmacology in-service (in order to deliver medications), and
- Fire training.
- Supportive Pathways Training
- WHMIS
- Universal/standard precautions
- Hand Washing in-service
- Elders in Motion Training

An ability to speak a local aboriginal language is an asset

**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