



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Personal Support Worker	
Position Number	Community	Division/Region
48-17750	Yellowknife	Patient Care Services / Stanton Territorial Hospital

PURPOSE OF THE POSITION

Personal support workers 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 acute care environment. Care needs are met by adhering to the Northwest Territories Health and Social Services Authority (NTHSSA) "Vision," "Mission," and "Values" and policies in the NTHSSA to ensure the continued health, safety, comfort, and independence of each patient/client. The aim of this position is to provide care that honours and respects the diversity of each individual, including but not limited to needs, desires, and challenges; to focus on promoting patient/client 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, except for the Hay River and Tłı̨chǫ region covering 1.2 million square kilometers and serving 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.

Located within Stanton Territorial Hospital (STH) and reporting to the Manager, Medicine and Surgery, the incumbent is part of the nursing team on the acute care units, where they report and take directions from Registered Nurses (RNs) and/or Licensed Practical Nurses (LPNs).

RESPONSIBILITIES

1. Provide individualized care patients/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 patient/clients.

- Assess and report any patient/client change in medical condition, noting full details of the change including but not limited to temperature, pulse, blood pressure, respiration, skin condition, location and severity of pain, and changes in condition. Report and document the findings to the appropriate individual (RN, LPN, Supervisor, etc.).
- Document and 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 the 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 patients/client's needs, including but not limited to physical, behavioral, functional, emotional, and nutritional.
- Provide an environment of trust and respect with privacy, open communication, and awareness that the staff member is entering, and works in the patient/client's home and that the individual should be guaranteed the respect and courtesy that accompanies this.
- Assist patients/clients to achieve/maintain their optimal level of well being.
- Advocate for the dignity and self-respect of patients/clients.
- Promote the autonomy of patients/clients and help them to express their health needs and values to obtain appropriate information and services.
- Follows privacy regulations outlined in NTHSSA policy and NWT Legislation (i.e. PHIPPA, HIA etc.)



- 2. Ensure patients/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.**
 - Ensure 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 patients/clients with all activities of daily living based on need (i.e., mobility, eating, dressing, washing, socialization, etc.) while maintaining their independence.
 - Assist patients/clients with instrumental activities of daily living as needed (i.e., laundry, meal assistance, etc.).
 - Promote dignity, comfort, and respect for the patients/clients cultural and personal beliefs.
 - Collaborate with all members of the health care team to ensure an integrated, holistic approach in providing daily living needs.
 - Participates in developing a nursing care plan in collaboration with the patient/client, family, and nurse in charge by providing information on present abilities and/or changes in the patient/client's needs, including but not limited to physical, behavioral, functional, emotional, and nutritional.
 - Documents all care provided and participates in shift reports both at the end and at the beginning of their shift (whenever possible).
 - Participates in the collection of information for the purposes of statistics, indicators, and/or quality improvement when required.
 - Reports any damage or problems with equipment, tools, mobility aides, structures, etc., so corrective action can be initiated.

- 3. As a member of the care team, the incumbent will actively contribute to the mental, spiritual, psychological, and social well-being of patients/residents.**
 - Encourage patients/clients to participate in planned social and recreational activities.
 - Aid in the implementation of activities for all patients/clients, either individually or as a group (if available).
 - Provide patients/clients with social interaction and an environment where they have encouragement and the resources available to maintain independence and autonomy.
 - Provide information on patient/clients likes/dislikes and routine that can be used in developing the plan of care including what activities interest the patient/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 to the health and well-being of patients/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.
- Participate in an interdisciplinary team and family meetings to plan, implement, and evaluate patients/clients identified needs.

5. Evaluates, documents and reports findings.

- Participate in shift reports and/or dialogue about patients/clients, 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 data relevant to patients/clients as directed.
- Gather and report relevant information about programs and activities as required.
- 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 patients/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 patients/clients, at least two healthcare workers must be present.

Patients/clients with cognitive impairments may be resistant to receiving assistance from healthcare providers. These places increased physical demand on the incumbent, as these patient/client will require frequent care throughout each shift. The incumbent will be required to be aware of and use correct ergonomic positioning while performing patient/client assessments or 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, toxic cleaning, and sterilizing solutions) that can pose potential health risks to the incumbent.

Acute Care facilities are designated as non-smoking, however, there are designated smoking areas for patients/clients. Some of the patient/clients may need assistance accessing these designated smoking areas, which results in potential exposure to both smoke and the environment.

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/patients within the acute care facility. Patient care differs depending on the severity of the illness or condition and the age of the patient (pediatric to geriatric). This position must be prepared to adjust in order to ensure that the patients'/clients' needs are met.

Due to differences in patient/client preferences there could be music/TV/movie noise/call bells in multiple patient/client rooms as well as in common areas which may cause stress to sensory systems.

Mental Demands

The incumbent may be exposed to death/dying and other emotionally upsetting experiences. The PSW is required to support peaceful and dignified care to dying clients/ patients and their families in various acute care settings; this may cause significant emotional distress.

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

Caring for clients and their families who may be distressed may contribute to moderate/high-intensity mental demand.

KNOWLEDGE, SKILLS AND ABILITIES

- Current CPR to deliver safe and effective emergency care if necessary.
- Knowledge of universal precautions and how to use personal protective equipment (PPE) to protect self, the clients/patients and their caregivers from the transmission of infections.
- Knowledge of body mechanics and ability to assist clients/patients with transfer using transfer belts, mechanical lifts, and one-person or two-person assisted transfer.
- Knowledge of the importance of traditional healing methods as well as community and cultural practice.



- Knowledge of different consistencies of liquid and diets (i.e., nectar thick liquid, honey thick liquid, mechanical soft diet, puree diet, etc.) and the consequences of a patient/client not receiving the appropriate liquid/diet textures.
- Knowledge of the healthy aging process.
- Knowledge of dementia and how to support individuals living with dementia.
- Ability to operate basic medical equipment; required to assess patient vital signs and condition (i.e., thermometer, stethoscope, blood pressure apparatus, blood glucose monitor, scissors, simple suction equipment, stretchers, etc.).
- Ability to work with moderate supervision and set priorities for care as necessary.
- Ability to work flexible hours, i.e. evenings, nights, and/or weekends when required.
- Ability to provide assistance with or complete personal hygiene, grooming and dressing as per care plan.
- An ability to speak, read and write English (this includes an ability to follow verbal and written instruction from nursing, medical and other health personnel and interpret health information accurately).
- The incumbent must be aware of the importance of confidentiality and keep personal and medical information private and confidential at all times.
- The ability to speak an indigenous language 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:

Grade 12 (High School/ Secondary School Diploma), and must have at least 1 year of work experience providing care in a long-term care, acute care, or home and community care setting and be able to complete the Personal Support Worker course following 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
- 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