



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Home Support Worker	
Position Number	Community	Division/Region
48-95075	Fort Resolution	Home and Community Care/Population Health

PURPOSE OF THE POSITION

Provide personalized care and support to clients of the Home and Community Care program in Fort Resolution by assisting with the activities of daily living (ADL) in accordance with the philosophy and objectives of the Northwest Territories Health and Social Services Authority (NTHSSA) to ensure the continued health, safety, comfort and independence of clients.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) administers all regional health and social services delivered in Yellowknife, Dettah, N'Dilo, Fort Resolution and Lutsel K'e. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located in Fort Resolution reporting directly to the Fort Resolution Nurse in Charge, the incumbent is one of three (3) Home Support Workers (HSW) who provide culturally sensitive, respite and ADL care to clients of the Home and Community Care program in Fort Resolution with a resident population of 500+ residents.

Clients of the Home and Community Care programs are usually individuals who require ongoing care but not in a hospital setting. These clients include but are not limited to long-term convalescent, geriatric, respite, surgical or medical patients who live within their home and require scheduled treatment, care and/or support. These clients medical outcomes are somewhat predictable.

The HSW is a member of a multi-disciplinary 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, and other health care



professionals. This results in a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the residents.

The HSW ensures the safety and comfort, maintains hygiene, facilitates physical activity and promotes the independence and mental well-being of the client in a respectful and compassionate manner.

In Fort Resolution a Community Health Nurse within the Health Centre will dispense medications based on Doctor's orders. Once dispensed a HSW may deliver oral medications to ensure that the client have ingested the medicine. When emergency situation arise which requires nursing assessment or treatment a HSW will contact the Home and Community Care Nurse or the Community Health Nurse (CHN) or Nurse in Charge on a call through the Fort Resolution Community Health Centre who will provide the care and identify appropriate treatment.

RESPONSIBILITIES

1. Provide individualized care to clients of the Home and Community Care Program to ensure the continued health, safety, comfort and independence of clients.

- Assess a client's 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 Home and Community Care Nurse, CHN 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 provider (i.e. including but not limited to providing exercise as identified by physiotherapist, dressing or re-dressing wounds, or by applying topical cream on bed sores on the nursing care plan),
- Assist in the development of a nursing care plan and revisions as changes occur in a client's condition
- Deliver and ensure ingestion of medications as directed by the CHN or other Health Care Provider (pre-dispensed in bubble packs),
- Provide treatment as directed (i.e. including but not limited to simple dressings, basic foot care and footbaths, blood sugar tests, etc.),
- Monitor condition of clients throughout the duration of their treatment, illness or program
- Provide medical interpretation to 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 blood, body fluids and other hazardous materials and
 - Safeguard the trust of the 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 mobility, cooking cleaning, eating, dressing, washing, socialization, etc.),
 - Promote dignity, comfort and respect for clients cultural and personal beliefs, and
 - Collaborate with health care provides involved with the clients in Fort Resolution to ensure a holistic approach to daily living needs.
- 3. Perform administrative functions with contribute to the day-to-day operation of the Home and Community Care program in Fort Resolution.**
- Report any damage or problems with equipment, tools or structures used by the HSW or within clients home so that the Home and Community Care Nurse can arrange for corrective action in a timely manner.
 - Monitor stock levels (medical and non0medical) and notify the Home and Community Care Nurse 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 Home and Community Care 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 and
 - Provide clients with social interaction on a daily basis.

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, cleaning homes, cooking and bathing clients which can be very physically demanding.



Environmental Conditions

The incumbent will spend 85% of their day in client's home where the incumbent is often exposed to unsanitary conditions, pets, cigarette smoke and loud noises which may make the incumbent sick (i.e. allergies).

In addition, the incumbent will be exposed to all weather conditions (ranging from -40 to +30) when driving to and from client's homes. The constant changes in temperature (office - vehicle - home - vehicle - etc.) may make the incumbent sick.

For 85% of their shift an incumbent may be exposed to communicable diseases, blood and body fluid that can result in potential health risk to the incumbent.

The rest of the day will be spent on administrative duties within an office setting.

Sensory Demands

85% of the incumbent's day will be spent providing direct patient care where the incumbent will be required to use the combined senses of touch, sight, smell and hearing during assessment and provision of care in an uncontrolled setting (i.e. client's home). Working within the client's home may be extremely distracting and make normal assessment and diagnosis more difficult as these settings may be distracting for both the incumbent and the patient (noise level, family interruptions, visual commotion, etc.).

The remainder of the day will be spent on administrative duties within an office setting where the incumbent may be required to focus on a computer terminal.

Mental Demands

The HSW has the opportunity to develop relationships with the clients of the Home Care Program. The HSW is expected to remain calm, controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team. The HSW is required to support a peaceful and dignified death of those residents that may cause significant emotional stress.

There is uncertainty in knowing what to expect while at work, especially in uncontrolled settings (i.e. home visits). There is legitimate concern about risk of verbal or physical assault and unknown and unpredictable situations (i.e. patients or family members under the influence of alcohol, demanding and confrontational family members).

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



The HSW is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

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
- Knowledge of drugs and drug interaction
- Knowledge of healthy aging process
- Knowledge of traditional healing methods as well as community and cultural norms
- Ability to apply bandages dressings and/or splints
- 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, forceps, scissors, simple suction equipment, stretchers. Etc.)
- An ability to speak read and write English (this includes the ability to follow verbal and written instruction from nursing, medical and dental personnel and interpret health information accurately.
- 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.
- 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:

This level of knowledge is commonly acquired through the successful completion of a Long-Term Aide program.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Yellowknife Regional Requirements

Within the Yellowknife Region, HSW's must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Aurora College Pharmacology Course
- Simple Wound Care (In House)



- Vital Signs (In House)
- Foot Care (In House)
- Food Safety (Environmental Health Officer)

An ability to speak the local aboriginal language is an asset.

The incumbent must maintain current certification in CPR and Standard First Aid and Non-Violent Crises Intervention.

The incumbent must have a valid class five driver's license, provide a satisfactory driver's abstract and be able to complete a satisfactory criminal records check.

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