



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Home Support Worker	
Position Number	Community	Division/Region
57-95093	Łutselk'e	Primary Care/Yellowknife

## PURPOSE OF THE POSITION

Provide personalized care and support to clients in the Home Care program in Łutselk'e by assisting with activities of daily living (ADL) in accordance with the philosophy and objectives of the NTHSSA-Yellowknife Region to ensure the continued health, safety, comfort and independence of clients.

## 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 Tłı̨chǫ 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 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 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 Yellowknife Region administers all public health, home Care and general physician services throughout Yellowknife, Dettah and N'Dilo, as well as all regional health and social services delivered in Fort Resolution and Łutselk'e totaling approximately 20,000 residents. The Yellowknife Region provides and supports the delivery of community based health care services to adults and children in order to enhance the health and well-being of communities through excellence, accountability and respect for regional diversity.

Located in Łutselk'e reporting directly to the Nurse In Charge (NIC) and will provide culturally sensitive respite and ADL care to clients of the Home Care program in Łutselk'e with a resident population of 350+ residents.

Clients of the Home Care Program are usually individuals who require on-going 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. The clients' medical outcomes are somewhat predictable.

The HSW is a member of a multidisciplinary 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 will result in a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the residents.

The HSW will ensure the safety and comfort, maintain hygiene, facilitate physical activity and promote the independence and mental well-being of the client in a respectful and compassionate manner.

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

## **RESPONSIBILITIES**

- 1. Provide individualized care to clients of the Home Care Program to ensure the continued health, safety, comfort and independence of clients..**
  - 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, etc.) and report the findings to the CHN, NIC, Community Coordinator 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 providers (i.e. including but not limited to providing exercise as identified by physiotherapist, dressing or re-dressing wounds based, or applying topical cream on bed sores based 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 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 the clients cultural and personal beliefs, and
- Collaborate with health care providers involved with the clients in Łutselk'e to ensure a holistic approach to daily living needs.

**3. Perform administrative functions which contribute to the day-to-day operation of the Home Care Program in Łutselk'e.**

- Report any damage or problems with equipment, tools or structures used by the HSW or within clients home so that the Supervisor can arrange for corrective action in a timely manner,
- Monitor stock levels (medical and non-medical) and notify the Supervisor when levels are getting low so the 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 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 ADL 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 75% of their day in client's home where the incumbent may be (and often is) 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 75% 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 other half of the day will be spent on administrative duties within an office setting.

### **Sensory Demands**

75% of the incumbents 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 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,
- 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 require 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 and 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.

### **Typically, the above qualifications would be attained by:**

This level of knowledge is commonly acquired through the successful completion of a Home Support Worker or Personal Care Worker program.

The incumbent must maintain current certification in CPR and Standard First Aid.

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

## **ADDITIONAL REQUIREMENTS**

### **Yellowknife Region Requirements**

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

- St. John Ambulance Home Nursing Course,
- St. John Ambulance Healthy Aging Course,
- Back Logic,
- WHMIS,
- Pharmacology in-service (in order to deliver medications), and
- Fire training.

### **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: Choose a language**

Required  
 Preferred