



Government of
Northwest Territories

IDENTIFICATION

Department		Position Title	
Northwest Territories Health and Social Services Authority		Relief Resident Care Aide	
Position Number(s)	Community	Division/Region(s)	
67-12140	Fort Smith	Continuing Care Services/Fort Smith	

PURPOSE OF THE POSITION

The position of the Relief Resident Care Aide (RCA), is responsible for the provision of personalized care for Residents of the Northern Lights Special Care Home, (NLSCH), by assisting with 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 residents.

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 Tłıchǫ 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 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 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 – Fort Smith Region is responsible for the effective delivery of Primary, Emergent Health Care and Social Services, to approximately 2,500 residents of Fort Smith and the surrounding area. The regional facilities include one type C health facility and a 28 bed LTC facility.

The position is located in the NLSCH, a 28 bed long term care facility that operates 24 hours a day to provide residents with personal care assistance. The RCA reports directly to the Regional Supervisor Long Term Care but takes direction from and gives report to LPN, LTC when the supervisor is not on duty. Residents within the Northern Lights Special Care Home are usually geriatric or individuals with a disability requiring respite or full time care.

The Relief RCA is a member of the resident care team who provides direct personalized care to residents who have common well-defined nursing diagnoses. The relief RCA will act as a resident's advocate in consultation with Licensed Practical Nurse (LPN) LTC and the Regional Supervisor LTC. The Relief RCA will ensure the safety and comfort, maintain hygiene, facilitate physical activity and promote the independence and mental well-being of the residents in a respectful and compassionate manner. How the elders are cared for is a reflection on the whole organization, especially with the families of the elders who maintain regular contact, RCA's will be expected to take part in resident social activities. As a member of the team, they may be required to accompany residents to appointments or outings.

Within the NLSCH, the Nurses are the only people who can dispense medications and give injections.

RESPONSIBILITIES

- 1. Provide individualized care to residents of the NLSCH in accordance with the philosophy and objectives of the NTHSSA to ensure the continued health, safety, comfort and independence of residents.**

Main Activities:

- Report any change observed in the residents' behavior or condition to the LPN or Supervisor on duty.
- Document any incidents in rl solutions or safety and risk reporting system.
- Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart alt treatments provided,
- Assist with provision of treatment as outlined by health care providers (i.e. including but not limited to providing exercise as identified by physiotherapist, dressing, or applying topical creams or ointments cream based on the nursing care plan),
- Assist in the development of a nursing care plan and revise as changes occur in a resident's condition,

- Provide treatment as directed (i.e. Including but not limited to simple dressings, perform footbaths, blood sugar tests, etc.),
- Monitor condition of residents throughout the duration of their stay within the NLSCH,
- Accompany residents to and from appointments/outings as required
- Take part in social activities with residents
- Assist residents to achieve their optimum level of health in situations of normal health, illness, injury, or through the process of dying
- Advocate 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.
- The relief RCA is responsible to maintain confidentiality and safe guard all information.

2. Ensure the continued health and well-being of all residents by ensuring that the residents have timely access to all activities of daily living with little to no restrictions.

Main Activities:

- Assist the residents with all activities of daily living (i.e. Including but not limited to mobility, eating, dressing, washing, socialization, etc.),
- Promote dignity, comfort and respect for the residents' cultural and personal beliefs, and
- Collaborate with all RCAs within the Home to ensure a holistic approach to daily living needs.

3. Assist the LPNLTC and Regional Supervisor with the day-to-day administration and clerical functioning of the NLSCH.

Main Activities:

- Report any damage or problems with equipment, tools or structures within the home so that the supervisor can arrange for corrective action in a timely manner.
- Assist with filing of all forms on chart or individual binders
- Monitor stock levels (medical and non-medical) and notify the supervisor when levels are getting low so that she/he can arrange for the ordering of supplies as required.
- Prepare written shift reports on ADL or occurrences about residents
- Collect individual statistics for management,
- Ensure adequate/appropriate forms available in charts

4. As a member of the Residents' care team, the incumbent will actively contribute to the mental, spiritual, psychological and social well-being of residents.

Main Activities:

- Encourage residents to participate in planned social and recreational activities,
- Develop and implement activities for all residents, either individually or as a group, and Provide residents 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, which can be very physically demanding. Lifting of and physical support of residents within NLSCH may be done on an individual basis or as a group. Cognitively impaired residents are often resistant to assistance from the health care providers placing increased physical demand as the incumbent is frequently moving the resistant resident during the course of a shift. In addition, the incumbent will be required to bend and stand in awkward positions while performing resident assessment or care.

Environmental Conditions

For entire shifts, the incumbent will have moderate levels of exposure to communicable diseases (i.e. TB), blood (i.e. drawn from residents), body fluid and hazardous materials (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 Home.

Mental Demands

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

Within the health care setting there is significant lack of control over the work place, with frequent interruptions that may lead to mental fatigue or stress. This is a rotating shift work position which places demands on an individual.

The incumbent will often be required to deal with family members who can be demanding and confrontational. As the community is small and the RCAs 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 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 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 Mechanical Lift, Commode, Tub, Bath Chair, Scale, etc.).
- Ability to operate basic medical equipment required to assess resident 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 an ability to follow verbal and written instruction from nursing, medical and dental personnel
- 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 Long Term Care Aide Program.

ADDITIONAL REQUIREMENTS

Fort Smith Regional Requirements

Within the FSHSA RCA's must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- TLR
- WHMIS
- Supportive Pathways
- Universal/Standard Precautions
- First Aid
- CPR

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

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

Aboriginal language: To choose a language, click here.

☐ Required

☐ Preferred