

Position description: Personal Support Worker (PSW)

Job Summary

- As a member of an inter-professional team, the Personal Support Worker provides assistance with all activities of daily living as well as provides end-of-life support to residents and families of the Campbell House Hospice.
- Adheres to established policies and procedures including: assessing safety and resident needs within your scope of practice, documenting, following care plans and following directions from the registered staff.
- Personal Support Workers are expected to foster an environment that is safe and home-like. While performing all duties of the position, the employee will work in a safe and healthy manner and will follow the regulations in the Occupational Health and Safety Act.
- It is also an expectation that Personal Support Workers behave positively towards other staff, volunteers, guests, family members, health care professionals and are a positive role model for CH in the community when attending CH functions.
- Maintains a commitment to the hospice palliative care philosophy and ongoing professional development.
- Promotes a holistic and compassionate multidisciplinary approach.

Reporting relationship

- The PSW works under the direction of the RN and reports to the Lead RN

Qualifications

- Graduate of a recognized PSW program.
- Certificate in “Fundamentals of Palliative Care” or equivalent program, or willingness to obtain within one year of hire.
- Computer literate.
- Ability to work independently and as a member of the multidisciplinary team in a palliative care environment to achieve quality end-of-life care.
- Effective teamwork, communication, problem-solving and conflict management skills.
- Ability to prioritize multiple tasks.
- Able to operate related equipment.
- Physical ability to carry out the duties of the position.
- Initiates and performs related duties as needed.
- Professional attitude and demeanor.
- Current CPR and commitment to renew.

Hours of work

- Able to work all shifts; day (07:00-15:00h), evening (15:00-23:00), night (23:00-07:00)
- Full time scheduled for 8 shifts per 2 week pay period according to master schedule rotation. Every other weekend. (May pick up shifts up to 10 shifts/pay period).
- Part time scheduled for 2-7 shifts per 2 week pay period according to master schedule rotation. Weekends included. (May pick up shifts to 9 shifts/pay period).
- Casual as needed. Must give availability for 9 shifts per month (4 weeks) including at least one weekend.
- Casualls are expected to work a minimum of 2 shifts per month to maintain competence and team cohesiveness.
- Staff are expected to be ready to work and receive report 10 minutes prior to shift change.
- Able to work 12 hour shifts if the staffing model/hours of work are revised.

Responsibilities

Under the direction of the Registered Nurse, and according Campbell House policy and procedures, the Personal Support Worker assumes the responsibilities for providing direct care to the resident according to the care plan in the following areas:

Activities of Daily Living

Bathing:

- Assists or provides hygiene through a bed bath, shower, or tub bath.
- Assists with oral hygiene by cleaning dentures, assisting with brushing teeth/gums and providing mouth care when resident is unable to do so.
- Assists with or provides hair washing.
- Provide peri-care in accordance with continence needs of the patient.
- Assists with fingernail and toenail care of the non-diabetic patient.

Dressing:

- Assist with dressing the patient.
- Assist with bed care of the patient.
- Assist with care and storage of their clothing.
- May apply support stockings as per Registered staff direction.

Toileting:

- Provide a safe and direct route to the patient's bathroom.
- Provide and assist with appropriate toileting aid (commode, bed pan or urinal) as requested and within a timely manner.
- Provide colostomy care.
- Empty catheter drainage bags.
- Change leg catheter bags and bedside drainage bags as per hospice policy.

Transferring:

- Assist patient requiring help to move from one piece of equipment or furniture to another according to safety guidelines. Transferring directions are to be noted in the Kardex and report sheet.
- Mechanical lifts must be used when patient is unable to support their own body weight in accordance with Health and Safety practices.

Feeding:

- Assist with the delivery, set-up and feeding of the patients as required.
- Monitor the patient for difficulties with chewing and swallowing and report to the registered staff.
- Encourage and assist patient in their eating by recognizing likes/dislikes.
- Provide oral/denture care after meals.
- Do not force patient to eat or swallow food or beverage if unable or unwilling.

Other:

- Housekeeping duties as assigned, including laundry.
- Prepare snacks/small meals as needed.
- Assist with ambulation.
- Answer call bells.
- Consult and co-ordinate with health care team members to assess, plan, implement and evaluate patient care plans.
- Provide care for the body after death.
- Report behavioral and clinical changes to Registered Nurse.

- Report any patient and/or family issues and concerns to the Registered Nurse.

- Maintains confidentiality and acts as an advocate to protect and promote the patient's right to autonomy, respect, privacy, dignity and access to information.
- Documents timely and accurate reports of relevant observations according to scope of practice.
- Collaborate with, supervise, and educate volunteers and students.

- Supporting families and promoting a comfortable, welcoming home.

- Assumes other related duties as assigned by the Lead RN and RN as Team Leader.

Quality Assurance:

- Attends staff meetings and educational sessions. If unable to attend reviews minutes of meeting.
- Participates in quality improvement activities.
- Identifies self-learning needs and attends educational programs to maintain and enhance clinical competency.
- Participates in the orientation and ongoing education of Hospice staff, students and volunteers by providing information and acting as a preceptor as assigned.
- Participates in the evaluation of the patient care program by providing feedback about effectiveness and patient care outcomes.
- Completes an annual evaluation of self performance including identification of learning needs and goals.

Risk Management and Safety:

- Maintains a safe environment for patients and families, staff and volunteers by adhering to established safety and emergency practices.
- Complies with all CH Clinical, Infection Control and Occupational Health and Safety policies and processes to eliminate or minimize unsafe acts or conditions, including identification and reporting of near misses and actual adverse occurrences.
- Uses or wears any equipment, protective devices, or clothing required by CH.
- Reports to the Lead RN any known missing or defective equipment or protective device that may be dangerous to himself, herself, or another worker.
- Commits to not using or operating any equipment or working in any way that may endanger any worker.
- Ensures familiarity with emergency response plans and complies with the procedures outlined for each type of emergency at all times.
- Reports any contravention of the *Occupational Health & Safety Act* or the regulations or the existence of any hazard to the Lead RN.



This posting is for a casual position.

Please email your resume and cover letter by **4 pm on March 2, 2017** to :
meeksl@hospicegeorgiantriangle.com

Campbell House and HGT confidentiality agreement

During my association with Campbell House and HGT I will have access to information and material relating to patients, medical staff, employees, other individuals, or Campbell House, which is of a private and confidential nature. This includes all information transferred via: patient files, computer, telephone or face-to-face conversations, email or facsimile - which is personally identifiable, sensitive, privileged and/or proprietary. Whether or not such confidential information may be available in the normal performance of one's work or occasionally and inadvertently.

At all times, I shall respect the privacy and dignity of patients, employees, and all associated individuals.

I shall treat all Campbell House/HGT administrative, financial, patient, and employee information that are personally identifiable, sensitive, privileged and/or proprietary as confidential information, and I will protect them to ensure full confidentiality. I shall not read records or discuss, divulge, or disclose confidential information (in writing or in conversation), unless there is a legitimate purpose related to my association with Campbell House. This obligation does not apply to information in the public domain.

I shall ensure that confidential information is not inappropriately accessed, used, or released either directly by me, or by virtue of my signature or security access to premises or systems.

I understand that violation of this agreement includes, but is not limited to



-deliberately accessing information that I do not require for job, research or educational purposes; and
-misusing, disclosing without proper authorization, or altering or destroying, patient or personnel information.

-discussing patients or Campbell House for any reason other than for direct therapeutic benefit to the patient(s)

-discussing patients or Campbell House with off duty staff outside of the hospice

I shall only access, process, and transmit confidential information using hardware, software, and other equipment approved and authorized by Campbell House and as required by the duties of my position.

I understand that Campbell House/HGT will conduct periodic audits to ensure compliance with this agreement.

I understand and agree to abide by the conditions outlined in this agreement, and they will remain in force even if I cease to have an association with Campbell House/HGT.

I understand that breach of this agreement may result in corrective action up to and including termination of employment, loss of privileges, termination of a contract, or similar action appropriate to my association with Campbell House/HGT.

Name and Signature: _____

Date: _____ Affiliation with CH/HGT: _____