



Personal Support Worker

Job Description

Updated November 3, 2022

Reports To: Clinical Coordinator

Job Purpose/ Summary

The Personal Support Worker, under the direction of the Clinical Coordinator, will primarily be responsible to collaborate with members of an interdisciplinary team to plan, implement, coordinate, and evaluate resident care and support in consultation with individuals and their families. This position will respect and protect the rights of residents, including but not limited to their right to independence, autonomy, and self-determination; their right to choose and practice individual values, beliefs, religion, and culture; their right to privacy and dignity. This role will also use effective interpersonal skills to communicate complex and sensitive information.

The Personal Support Worker will work in collaboration with the interdisciplinary team. They will provide care and be part of the care delivery team along with the Registered Nurse (RN), and Registered Practical Nurse, and any volunteers assigned to the Resident and Family Care (RFC) area.

The Personal Support Worker (PSW) assumes responsibility to providing routine care, support, and assistance to residents in their families while in Hospice. The PSW will assist in maintaining a home-like environment by contributing to the daily operation of the Hospice in accordance with the Policies and Procedures of Hospice.

Primary Duties and Responsibilities

Personal Support Workers need to be in good health, physically fit, because their work includes assisting and, when necessary, physically moving or repositioning the residents. Since they work as part of a team of medical caregivers, Personal Support Workers should also work well as part of a team, follow directions well, and be able to prioritize tasks.

Care of the Resident Living in Hospice Include:

Bathing and Oral Hygiene

- Bed bath, sink bath, tub bath or shower

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- Assisting with oral hygiene by cleaning dentures, brushing teeth and/or gums, and providing additional mouth care as necessary
- Assist with or provide hair care including washing as required
- Provide peri-care in accordance with continence needs of the resident

Dressing

- Assist with dressing of the resident according to his/her choice of clothing
- Assist with bedtime care of the resident
- Assist with the care and storage of the residents clothing

Toileting

- Assist resident to the bathroom including ensuring safe and direct transfer route when resident and family may have rearranged the resident's room
- Provide and empty commode, bed pan or urinal as requested and in a timely manner
- Provide ostomy care
- Empty catheter drainage bags including changing catheter leg bags and bedside drainage bags as per Hospice Clinical Policy and Procedure

Feeding

- Assist in the delivery, set-up and feeding of residents as outlined in their care plan
- Monitor resident for difficulties chewing and swallowing and report to RN/RPN
- Encourage and assist resident by recognizing likes and dislikes and communicating these to the RN/RPN so they can be reflected in the care plan
- Provide oral care/denture care after meals as required

Transferring and Repositioning

- Assist with safe lifts and transfers as identified in the resident care plan and respecting Grey Bruce Hospice's lifting Clinical Policy and Procedure
- Routine turning and positioning as required
- Mechanical lifts must be used when the need has been identified in the resident's care plan. All mechanical lifts require the presence of two staff members

Psych-Social and Spiritual Care

- Understands palliative care
- Respects residents wishes, beliefs and spiritual practices
- Moderates an approach based on the resident's preferences and mood

Care of the Hospice Environment, Supplies and Equipment

- Follow policies, procedures, and protocols to:
 - Maintains a tidy and safe workplace including engaging in appropriate infection control practices.
 - Cleaning of RFC environment including resident rooms, nursing hub, clean and dirty utility rooms, equipment room, nursing hub, hallways, Family Room, Quiet Room, Children's Room, visitor bathrooms after hours and on weekends. Refer to PSW Daily and Nightly Checklists.
 - Laundry – including all tasks involved in the preparation and operation of the laundry for the facility including resident items.

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- Stocking of resident rooms for supplies, linens, and equipment.
- Terminal clean of Hospice rooms following a resident's death.
- Cleaning and sterilization of equipment as required.
- Participation in fire drills and mock emergency drills.

Communication

- Reporting changes in resident status or safety concerns to the RN/RPN.

Other

- Participates in orientation and ongoing education of hospice staff, students, and volunteers.
- Complies with all Grey Bruce Hospice's Policies and Procedures, Infection Control protocols and Occupational Health and Safety policies.
- Participates in clinical updates (physician rounds), team meetings to ensure quality care for residents.
- Other duties as assigned.

Key Competencies

Competence and Accountability – PSW's are expected to practice safely and competently within regulations and standards set forth by the Personal Support Worker Registry of Ontario (PSWRO), and the standards and policies established by Grey Bruce Hospice. Maintain ongoing competence in their area of practice and continuously improving their competencies to respond to evolving and emerging health care needs. Utilize their knowledge judgement and skill to provide routine care and assistance to facilitate the health and welfare of the residents.

Respect for Resident Autonomy – Respect and recognize their resident's autonomy to make decisions and choices for themselves. At all times being considerate of what is in the best interest of the resident. Be diligent in their efforts to do no harm and, whenever reasonably possible, prevent harm from occurring to their resident's.

Ethics – Identifying one's own personal beliefs and ensuring they do not conflict with practice regulation of the residents request. Obtaining consent from the resident, substitute decision maker prior to providing any care or intervention. Supports an inclusive environment that is culturally sensitive and assuring that privacy and confidentiality and dignity are maintained. Ensures that all interactions with resident's, families and colleagues is both caring and ethical.

Professionalism – Utilizes knowledge judgement and skill to provide routine care and assistance to facilitate their resident's health and welfare. Uphold beliefs, values, knowledge, and principles associated with personal support care. Maintains appropriate PSW – resident relationships and boundaries: all actions and decisions are related to the provision of care.

Privacy and Confidentiality – Respect the privacy of their residents and families and collect, access, disclose and store the minimum amount of information required to provide safe and competent care.

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Qualifications

Education

- Diploma or certificate (in accordance with the Ontario Qualifications Framework) from an accredited PSW program or from a private career college or Adult and Continuing Education School Board program.
- Preference to individuals who demonstrate a commitment to continuous learning including completion of other palliative education such as Fundamentals of Hospice Palliative Care, APP's.

Experience

- At least 2 years demonstrated experience working with individuals and family in the provision of end-of-life care either in the community, hospital, or long-term care.

Designations and/or Licenses

- Registered in good standing with the Personal Support Worker Registry of Ontario.
- Have undergone a successful police record check including vulnerable sector search.

Knowledge, Skills, and Abilities

- Demonstrates a resident centered approach to care and the ability to work with families.
- Knowledge of infection control, good body mechanics in the provision of care.
- Ability to work collaboratively with other staff and volunteers.
- Ability to work collaboratively with staff to achieve and complete tasks.

Working Conditions

- Fast-paced, highly detailed environment.
- Ability to work a variety of 12 hours shifts including nights.
- Work continuously with an interdisciplinary team, residents and families, and members of the public.
- Physical ability and stamina to provide personal and clinical care to residents throughout the 12-hour shift.
- Ability to carry using appropriate lifting and body techniques.
- Ability to: grip, walk, sit, reach stoop, kneel, crouch, push or pull, climb stairs, regularly lift and or move 25 lbs; use fine motor hand movements.

Key Relationships and Interactions

Internal

- Residence team (Registered Nurses, Registered Practical Nurses, Personal Support Workers).
- Palliative Physicians, Primary Care Physicians, volunteers, and other staff at Grey Bruce Hospice.

External

- Residents, potential residents, and families.
- Other health and community services.
- Ambassador for Grey Bruce Hospice.

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Commitment to Health & Safety:

All employees must personally comply with, assume appropriate Internal Responsibility Systems, and compliance with all health and safety practices, standard operating procedures and the Occupational Health and Safety Act and Regulations. This includes completion of designated Health and Safety training.

JOB DETAILS:

Hours of Work: This is a part time position, with 12 hour shifts. Rotational weekend and evening work will be required.

Overtime: Applies

Driver's License: Not Required **Class:** None