

Job Description

Ian Anderson House

Personal Support Worker

Reports to Clinical Director

Day & Evening 8 hour shifts

General Description

The Personal Support Worker, under the supervision of the Clinical Director, supports Ian Anderson House's current strategic and operational plan by providing high quality, end-of-life care to the residents at Ian Anderson House. End-of-life care pertains to residents' activities of daily living, personal care requirements and psychological, emotional and social concerns. As a member of the IAH team, the PSW is also responsible for providing support services consistent with the philosophy, values and goals of IAH.

Core Job Responsibilities

- Assist in the provision of resident-centered, culturally relevant, palliative end-of-life care to resident and their families including observing, reporting, documenting and transferring accountability in accordance with the care plan.
- Perform personal care, which may include bathing/hygiene, grooming, mouth care, dressing, undressing, positioning, lifting and transferring.
- Perform care concerned with the psychological and emotional well-being of the resident and their family, including issues of self-esteem, insight into an adaptation to the illness and its consequences, communication, social functioning and relationships.
- Ensure that care is provided to each resident in a flexible and individualized manner, respect the resident's and/or the family's choices for activities of daily living, for example, bathing and time of meals.
- Prepare meals as required, assist with feeding and observe safe swallowing of foods, fluids and medication.
- Greet each resident at the beginning of each shift and assess comfort level.
- Actively participate in "report" at the beginning and end of each shift. Advising the Home Co-ordinator and RN of any noticeable changes in a resident's condition.
- Maintain daily notes/task sheets and communication book. Complete incident reports if required.
- Complete a check of each resident every 15 minutes during evening and night shift. Be familiar with the various equipment used for the resident's comfort.
- Perform housekeeping duties as per posted schedule.
- Respect the privacy of the resident, maintain confidentiality and respect personal issues and lifestyles of residents, families and co-workers.

Core Job Responsibilities Cont.

- Develop job related knowledge and skills by making use of training and learning opportunities.
- Promote teamwork among IAH and agency staff, residents, families/visitors and volunteers so that everyone works cooperatively to achieve the goals of IAH and of each individual resident.
- Maintain a warm and friendly atmosphere in the hospice by dressing and speaking in a professional manner.
- Promote and maintain a safe environment for residents and their families, care partners, self and others including recognition of environmental and personal safety risks, the implementation of infection prevention and control measures, and emergency first aid procedures that are in keeping with the care plan, IAH's policies and procedures and the OHSA. Report any known health and safety hazards or violations to the Home Co-ordinator/Clinical Director.
- Practice universal precautions and using personal protective equipment required by IAH, for example wearing gloves or masks. Report any unsafe working conditions, equipment malfunctions and repair needs.
- Adhere to IAH's no smoking policy.
- Ensure that a minimum of one support staff member is in the resident area at all times.
- Perform other duties as assigned by the Home Coordinator/Clinical Director.

Qualifications & Working Conditions

The Personal Support Worker will possess:

- 2-3 years minimum experience in end-of-life palliative care.
- End-of-life palliative care qualifications including certificates of completion from "The Fundamentals of Hospice Palliative Care" and the "Advanced Comprehensive Education (ACE) in Palliative Care" courses.
- Ontario Secondary School Diploma (OSSD), or equivalent. Personal Support Worker Certificate from a recognized and registered post-secondary institution.
- The ability to communicate effectively and to work cooperatively and collaboratively with others to achieve collective goals as outlined in the PSW Team Charter.

The Personal Support Worker will be expected to:

- Follow all IAH operating procedures, safety protocols and working guidelines.
- Be able to manage the stressors associated with end-of-life care including, but not limited to, emotional outbursts from families, aggressive behaviors, and grief - anticipatory and immediate. Ensure that one's own behaviour and the behaviour of others are consistent with supporting effective team functioning.
- Interact with residents, families/visitors, staff, volunteers, and donors if required.
- Fully participate in IAH's commitment to creating a safe, compassionate and productive work environment.
- Attend IAH events as required.

COVID-19 considerations:

We are following all Ministry of Health COVID-19 guidelines.