



Job Description

PERSONAL SUPPORT WORKER (HOSPICE RESIDENCE)

Position title:	Personal Support Worker Hospice Residence
Reports to:	Manager of Hospice Residence

New nursing and care staff in the residence care program will be joining existing care staff from the Hospice in upholding a culture of excellence in client and family care. Staff involvement and education, strong organizational values and performance expectations ensure that nurses in our organization can practice according to the scope and philosophical underpinnings of their profession.

Job Purpose/Summary:

The Personal Support Worker (PSW) assumes responsibility for providing routine care, support and assistance to clients in the residence and their families. The PSW will also help to maintain a home-like environment by contributing to the daily operation of the Hospice Home in accordance with the Policies and Procedures of Hospice.

Primary Duties and Responsibilities:

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

Care of Client Living in the Hospice Home including:

Bathing and oral hygiene:

- bed bath, sink bath, tub bath or shower
- assisting with oral hygiene by cleaning dentures, brushing teeth and /or gums and providing additional mouth care as necessary
- Assist with or provide hair washing as required
- Provide peri-care in accordance with continence needs of the client

Dressing:

- Assist with or dress the client according to his/her choice of clothing and timing
- Assist with bedtime care of the client
- Assist with the care and storage of client clothing

Toileting:

- Assist client to bathroom including ensuring safe and direct route when client and family may have rearranged the client room
- Provide and empty commode, bed pan or urinal as requested and appropriate and in a timely manner
- Provide colostomy care
- Empty catheter drainage bags including Changing leg catheter bag and bedside drainage bag as per Hospice policy



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Transferring and Repositioning:

- Assist with safe lift and transfers as identified in the resident care plan and respecting Hospice policy on lifts
- Routine turning and positioning as required
- Mechanical lifts must be used when the need has been identified in the client's care plan – all mechanical lifts require the presence of two staff members

Feeding:

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

Psych-Social and spiritual support:

- Understands palliative care
- Respects clients wishes, beliefs and spiritual practices
- Moderates approach based on client preferences and mood

Care of the Hospice Environment, Supplies and Equipment

Follow policies, procedures and protocols to:

- Maintain a tidy and safe workplace including engaging in appropriate infection control practices
- Laundry: including all tasks involved in the preparation and operation of the laundry for the facility and occasional inclusion of resident items
- Stocking of resident rooms for supplies and linens
- Terminal clean of hospice rooms after death
- Cleaning and sterilization of equipment as required
- Participation in fire drills and mock emergency drills

Communication:

- Reporting changes in client status or safety concerns to the supervising RN/RPN

Other

- Participates in the orientation and ongoing education of hospice staff, students and volunteers
- Complies with all the hospice Policies and Procedures, Infection Control protocols and Occupational Health and Safety policies
- Participates in bedside rounds and team meetings to ensure quality care for residents
- Other duties as assigned

Key Competencies:

- **Competence and Accountability:** PSWs are expected to practice safely and competently within regulations and standards set by the Personal Support Worker Registry of Ontario (PSWRO) and the standards and policies established by Hospice Peterborough. Maintain ongoing competence in their area of practice and continuously improve their competence to respond to evolving and emerging health care needs. Utilize their knowledge judgement and skill to provide routine care and assistance to facilitate their client's health and welfare.



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- **Respect for Client Autonomy:** respect and recognize their client's autonomy to make decisions and choices for themselves. Consider the best interest of the client at all times. Be diligent in their efforts to do no harm and, whenever reasonable possible, prevent harm from occurring to their clients
- **Ethics:** Identifying one's own personal beliefs and ensuring they do not conflict with practice regulations of the client's request. Obtaining consent from the client or substitute decision maker prior to providing any care or intervention. Is caring and ethical in interactions with clients, families and colleagues. Supports an inclusive environment that is culturally sensitive and assuring that privacy and confidentiality and dignity are maintained.
- **Professionalism:** Utilize knowledge judgement and skill to provide routine care and assistance to facilitate their client's health and welfare. Uphold the beliefs, values, knowledge and principles associated with personal support care. Maintain appropriate PSW-client relationships and boundaries: all actions and decisions are related to the provision of care.
- **Privacy and confidentiality:** respect the privacy of their clients and families and collect, use access, disclose and store the minimum amount of information required to provide safe and competent care.

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 programs
- Preference to individuals who demonstrate a commitment to continuous learning including completion of other palliative education such as Fundamentals of Hospice Care

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 a vulnerable sector search.

Knowledge, Skills, and Abilities

- Demonstrate a client centred approach to care and 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 pitch in to get tasks done



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Working Conditions:

- Fast-paced, highly detailed environment.
- Ability to work a variety of 12 hour or 8 hour shifts including nights.
- Work continuously with an interdisciplinary team, clients and families and the general public.
- Physical ability and stamina to provide personal and clinical care to clients throughout a 12- hour shift.
- Ability to carry using appropriate lifting techniques.
- Ability to: grip, walk, sit, stand, reach, stoop, kneel, crouch, push or pull, climb stairs, regularly lift and or move up to 25lbs.; use fine hand movements.

Key Relationships & Interactions:

Internal

- Residence team (Registered Nurses, Registered Practical Nurses, Personal Support Workers)
- Volunteers and other staff at Hospice Peterborough

External

- Clients, potential clients and families
- Other health and community services

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.

Hospice Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).

Resumes should be submitted to employment@hospicepeterborough.org.

Please be advised that we are currently not hiring for this position but are looking to build a database of resumes for possible future roles should they arise.