



JOB DESCRIPTION

TITLE:	PERSONAL SUPPORT WORKER
EFFECTIVE DATE:	April 2019
SUPERVISOR:	Nurse Manager/Director of Clinical Operations
APPROVED BY:	Hospice Miramichi Board of Directors

JOB SUMMARY

Under the supervision of the Director of Clinical Operations, and in consultation with the Extra-Mural Program (EMP) Case Manager, the Personal Support Worker will work as part of the care team, which includes volunteers. The Personal Support Worker is responsible for providing care and support to patients and their families who wish to remain at home to receive their end of life care, as well as providing care and support for patients and their families admitted to the Residential Hospice, in accordance with Hospice Miramichi Plans and policies.

CLINICAL DUTIES AND RESPONSIBILITIES

- Collaborates on the development and delivery of an effective care plan.
- Provides personal care service according to directions on the established care plan or assignment sheet, and ensures that, on an ongoing basis, the emotional, spiritual, physical comfort and safety of clients are met to the greatest possible extent.
- Provides personal care that is within the provincial scope of practice for a Personal Support Worker. Duties may include, but are not limited to, bathing, grooming, clothing, mouth care, hair care, feeding, skin care, toileting, bowel and bladder care, positioning and movement, exercise, basic wound care.
- Assists with activities of daily living to promote physical, emotional, social and spiritual well-being.
- Performs specialized, patient specific procedures for which recognized training and current competency can be demonstrated
- Observes and documents client conditions according to Hospice Miramichi standards; reports unusual events or changes in the patient's condition as soon as possible and as required to the immediate Supervisor
- Reports significant care issues, questions and observations to Supervisor.
- Understands and implements infection prevention practices.
- Contributes to interdisciplinary consultations and chart rounds.

IN HOME DUTIES AND RESPONSIBILITIES

- Provides individualized supportive care based on the care plan established by the EMP case manager
- As a guest in the home, will contribute to a secure and respectful home environment where the patient and family feel safe, secure and in control.
- Assesses the patient, and observes and reports changes in functioning to Supervisor.
- Maintains a clean and safe working environment.
- Reports unsafe working environment to Supervisor.
- Monitors the caregiver for signs of compassion fatigue and report findings to Supervisor.
- Provides personal care service according to directions on the established care plan or assignment sheet, and ensures that, on an ongoing basis, the emotional, spiritual, physical comfort and safety of the patient is met to the greatest possible extent.
- Provides personal care that is within the identified scope of practice for a Personal Support Worker; duties may include but are not limited to bathing, grooming, clothing, mouth care, hair care, feeding, skin care, toileting, bowel and bladder care, positioning and movement, exercise, basic wound care.
- Prepares and serves meals and snacks for patients as required.
- Ensures the patient's bedroom and bathroom are maintained in a clean and safe manner, including, but not limited to, changing bed linens, dusting, mopping, vacuuming, cleaning toilets/sinks and emptying garbage and/or recycling.
- Assists with activities of daily living to promote physical, emotional, social and spiritual well-being.
- Performs specialized, patient specific procedures for which recognized training and current competency can be demonstrated. This includes but is not limited to administering pre-loaded and labelled sub-cutaneous medications via butterfly as prepared and monitored by EMP case managers.
- Observes and documents client conditions according to Hospice Miramichi standards; report unusual events or changes in the patient's condition to the immediate Supervisor.
- Refers significant care issues, questions and observations to Supervisor.
- Understands and implements infection prevention practices.
- Contributes to interdisciplinary consultations.
- Develops and maintains palliative care competencies which include but are not limited to care of patient, care of family, care at the end of life, communication, skills (time management, teamwork), care of self, ongoing education, confidentiality, advocacy.

RESIDENTIAL HOSPICE DUTIES AND RESPONSIBILITIES

- Changes and launders bed linen and towels as required in the patient/family areas.
- Stores clean linen when received and does laundry as required.

- Assists Housekeeping to clean patient/family bedrooms and bathrooms including, but not limited to, dusting, mopping, vacuuming, cleaning toilets/sinks and emptying garbage and/or recycling.
- Assists with terminal room cleaning. After hours, will be required to take on this responsibility
- Ensures general tidiness in the family room, children's play room and kitchenette including, but not limited to, doing dishes, emptying the dishwasher, picking up toys, vacuuming, dusting, mopping
- Re-stocks care supplies.
- Answers the Residential Hospice phone as required. Directs questions regarding the health of a patient to the immediate Supervisor
- Prepares and serves meals and snacks for patients as required.
- Performs other duties as assigned by the Supervisor.

GENERAL DUTIES AND RESPONSIBILITIES

- Adheres to Hospice Miramichi Policies and Procedures.
- Attends ongoing internal and/or external continuing Palliative education activities.
- Provides excellent total patient care
- Works in compliance with all established Health & Safety protocols and policies while performing all duties. Is responsible to notify the Director of Clinical Operations of any Health & Safety risks or concerns.
- Signs Hospice Miramichi Confidentiality Agreement, maintains confidentiality of patient and Hospice Miramichi information and discusses same only with appropriate Hospice Miramichi and EMP personnel.
- Complete other job related tasks as requested
- Represents Hospice Miramichi in a positive light to the community.

REPORTING RELATIONSHIPS

The Personal Support Worker reports directly to the Director of Clinical Operations.

QUALIFICATIONS

Education

Graduation from an accredited Personal Support Worker Program. The Personal Support Worker must, within their scope of practice, have a solid knowledge of the principles, practices and methods of Palliative Care Nursing and the delivery of personal care service to clients. All training offered by Hospice Miramichi is mandatory. Must have a strong desire to support the work of Hospice Miramichi and be a dedicated team member. Criminal Record check, Vulnerable Sector check, and references required.

Experience

Preferably at least one year of recent personal care experience in a similar position or life experience in which similar duties were completed.

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Other Skills and Competencies

- A strong sense of dedication to the mission, goals and objectives of Hospice Miramichi
- Proven ability to effectively communicate with all levels of clinical and non-clinical personnel with a warm, compassionate and caring attitude
- Exceptional interpersonal skills and communication skills, leadership skills, and the ability to give and take direction
- Ability to handle difficult situations in a caring, empathetic and consistent manner
- Positive attitude and a “service-driven” approach to delivering quality care and building positive community relations
- Ability to work independently as well as part of a team; able to perform and prioritize multiple functions and tasks
- Able to stand, bend, squat, kneel and reach freely; able to assist patients with standing, walking, sitting and rolling in bed
- Able to work shift work.
- Able to read and interpret technical instructions related to client care
- Able to visually observe and assess patients on an ongoing basis, recognize changes and report changes to the immediate supervisor.
- Supply own transportation to/from work places. If driving a personal vehicle, must possess a valid Driver’s License, insurance at an appropriate level, and a clean driving record.
- Bilingualism is considered an asset.

STANDARDS OF PERFORMANCE

The Personal Support Worker must demonstrate ongoing competency in completing all duties and responsibilities as detailed in this job description as well as agreed upon and documented specific goals and objectives.

PERFORMANCE REVIEW

A 3-month probationary period will be served and a formal performance review will be provided, after which performance will be reviewed on an ongoing basis and at least annually. Input will be sought from the employee, staff of Hospice Miramichi as well as staff from EMP, and will be based on this Job Description, patient/family feedback, and the extent to which performance meets expectations.

POSITION AGREEMENT

I have received a copy of the Personal Support Worker job description. I understand the performance expectations of this position and agree to carry out the duties and responsibilities to the best of my ability. I understand that the job duties may change as the needs of Hospice Miramichi change. I further agree to notify my immediate Supervisor, if at any time, I feel that I am unable to complete any of my job duties in an effective and timely manner.

Name

Signature

Date