

**Job Description  
PERSONAL SUPPORT WORKER**

<b>Position title:</b>	Personal Support Worker
<b>Reports to:</b>	Manager of Collaborative Care
<b>Department:</b>	Collaborative Care Team
<b>Location:</b>	Various
<b>Employment group:</b>	Class G

**Job Purpose/Summary:**

Personal Support Workers (PSWs) deliver quality care and support to individuals in their own homes by assisting with activities of daily living that the client is unable to perform unassisted. Duties vary according to the individual needs of the client and families receiving service. Primary responsibilities include personal care, homemaking, transportation, attendant care to appointments, and respite care. PSWs provide service in accordance with Home at Last, Access to Primary Care, and Home First Plans of Service and Community Care Peterborough policies and procedures. The abilities of the PSW are critical to the well-being, comfort, safety and health of the individuals they support.

**Primary Duties and Responsibilities:**

***Hospital to home client transition support***

- Interact with the client, the caregiver, hospital staff, and other members of a client's support network in a professional and respectful manner.
- Travel to and from hospital and/or clients' home within an established schedule/time period.
- Meet and communicate with designated hospital discharge staff.
- Assess that client has a clear understanding of their discharge instructions and assist client in clarifying or obtaining additional information where appropriate.
- Prior to discharge, confirm with client and hospital staff that client has all of their personal belongings.
- As required, assist client to safely transfer in and out of vehicle.
- Transport client discharged from Peterborough Regional Health Centre (PRHC) and other hospitals to their home in personal vehicle. In cases where alternate transportation has been scheduled, you may be required to act as an attendant or meet client at their home.
- Ensure security precautions for the vehicle, clients, and their personal effects at all times.
- As required, transport client to supermarket, pharmacy, or bank to obtain necessary supplies that will allow the client to comfortably integrate into their home setting.
- As required, pick up supplies to facilitate the client's settlement. Client supplies may include, but are not limited to, frozen meals, infection control supplies, and/or medical equipment.
- Observe and comply with infection control protocol using routine practices at all times and contact and/or droplet precautions.

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***Support client integration into the home setting***

- Follow direction of client or substitute decision maker in providing necessary support and carrying out tasks.
- Inform the client or substitute decision maker of the type of support they may request during the assignment.
- Assist and/or supervise client activities of daily living. Personal care may include but is not limited to bathing, grooming, skin care, dressing, toileting, transfers, mobility assistance, and assisting clients at mealtime.
- Wear personal protective equipment as necessary.
- Operate mobility devices to aid in the transfer of clients according to established guidelines for the safe and proper usage of such equipment.
- Manage homemaking services as required. Homemaking services may include but are not limited to: bed making, washing dishes, vacuuming, wiping kitchen surfaces and bathroom surfaces, dusting furniture, and laundry.
- Prepare nutritious meals for clients that accommodate specific dietary needs.
- Provide companionship and socialization for respite care clients and support for their caregiver.
- Ensure that, on an ongoing basis, the emotional, physical comfort and safety of clients are met to the greatest possible extent. This includes ensuring that the client has the equipment/supplies required to live at home.
- Support and encourage clients and caregivers by communicating with them and involving them in the provision of their own care when possible and by actively listening and engaging in appropriate interaction.
- Ensure client has access to telephone and/or personal distress alarm if a primary care provider is not within the home setting. Assist client with developing an easily accessible contact number list if not already in place.
- As required and scheduled, remain in client's home if a caregiver is required and not on-site. If not previously scheduled and it is identified that it is unsafe for the client to remain alone, notify Personal Support Services Coordinator or designate.
- Accompany the client to medical appointments, shopping trips, and for walks as required. Permission must be obtained from the Personal Support Services Coordinator or designate in advance.
- Create a safe and calm environment while carrying out duties in the client's home.
- Identify and, when possible, eliminate potential client health and safety risks. Notify Personal Support Services Coordinator or designate if health and safety concerns cannot be immediately resolved.

***Support Clients to Attend Primary Care and Other Medical Appointments***

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- Assist client to prepare for medical appointment. May include getting dressed, preparing a snack, and/or relevant reminders about what to bring.
- Transport client to medical appointment or accompany in accessible vehicle.
- Determine if client will need support to get the most out of their appointment, such as reminding the client what they had planned to discuss with the health care provider.
- With consent, accompany client into appointment and take fact-based notes about what information was shared with the client during the visit.
- Assist the client to schedule future appointments and write these appointments on the client's calendar upon their return home.

***Program administration and reporting***

- Complete documentation and reports in a timely manner and in a professional format in accordance with the Agency's policies and procedures.
- Notify the Personal Support Services Coordinator or designate of any relevant observations regarding client health status by telephone.
- Report significant safety concerns and/or incidents to the Personal Support Services Coordinator or Manager of Collaborative Care immediately by telephone. Complete incident reports as necessary and submit in a timely fashion.
- Notify the Personal Support Services Coordinator once assignment is complete.
- Submit the PSW Client Visit Record by email to Personal Support Services Coordinator within 24 hours of the completion of each assignment.
- Ensure confidentiality of client information.
- Participate in quality management efforts by making recommendations for improvements to service provision.
- Comply with the Occupational Health and Safety Act and other related legislation.
- Advise Personal Support Services Coordinator or designate immediately if unable to keep an assignment or late for a scheduled client visit.
- Ensure personal vehicle is clean and well maintained.
- Maintain required supplies and equipment in accordance with policies and procedures.
- Attend and actively participate in training, orientation and in-service sessions offered by the Agency.
- Participate in all regularly scheduled Personal Support Worker meetings.

**Working Conditions:**

- Frequent travel and driving required in a variety of conditions, including outdoor and inclement weather.
- Hours of work vary based on program requirements and organization financial resources. Evening work required on occasion.
- Work with moderate frequency of interruptions both in-person and by telephone.
- Active listening and mental attentiveness in dealing with staff, client, and public inquiries.
- Frequent moderate to heavy lifting, carrying, bending and pushing is required.

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- Environmental conditions may include exposure to: body fluids; soiled linens; infectious diseases; verbal abuse; physical abuse (including threat of); unusual behaviour related to cognitive ability; noise (human or equipment); odour; poor ventilation; smoke; chemical substances; dirt/dust; humidity/moisture; temperatures outside of the normal comfort level; and animals, especially dogs and cats, as well as their excrement and dander.

#### Key Competencies:

##### *Core Organizational Competencies*

- **Respect:** fosters trust, empathy, and compassion, both for those served and for volunteers and team members.
- **Accessibility:** seeks to remove barriers and be open, responsive, and inclusive in every aspect of the workplace.
- **Collaboration:** develops partnerships or links with others whenever possible to facilitate connections and focus on solutions.
- **Leadership:** innovative and resourceful, positively influences others to achieve results that are in the best interest of our organization.
- **Empathetic Outlook:** perceives the feelings and attitudes of others; place's oneself "in the shoes" of another and views a situation from their perspective.

##### *Level-Based Competencies*

- **Compassion:** shows compassion and respect in all workplace interactions.
- **Relationships:** establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Organized:** delivers on priorities, manages own time, adheres to a work schedule, and tracks and reports on details, data, information, and/or activities.
- **Customer Service Excellence:** demonstrates commitment to serving others at a level that exceeds their expectation by identifying and responding to their needs while respecting their individual dignity and values.

##### *Position-Based Competencies*

- **Communication:** communicates clearly, using appropriate and effective communication tools and techniques.
- **Documentation:** demonstrates complete, timely and accurate client reporting and can prioritize situations based on need.
- **Adaptability:** demonstrates flexibility with respect to changing work environments, client preferences and organizational needs.
- **Responsive:** understands the immediate, practical needs of a situation. Uses initiative or follows directions to ensure there is an effective action or plan implemented for meeting those needs.

#### Qualifications:

##### *Education*

- Personal Support Worker Certificate or Health Care Aide Certificate, or an equivalent combination of work experience and education.

##### *Experience*

- Minimum of 2 years' experience as a Personal Support Worker in a community setting.

##### *Professional Designations and/or Licences*

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- Valid Ontario Class G driver's license
- Valid Emergency or Standard First Aid Certificate and CPR Level A or Level C.
- Food Handler Certificate an asset

***Knowledge, Skills, and Abilities***

- Ability to safely operate wheelchairs and other mobility devices.
- Ability to lift weights of 40 – 60 lbs.
- The physical strength and ability to undertake frequent walking, bending, stretching and pulling.
- Analytical skills to assess client's needs, functional level and ability to perform Activities of Daily Living
- Interpersonal skills and ability to communicate with clients, colleagues, Supervisors, Hospital staff and other health care professionals.
- Understanding of and compliance to Occupational Health and Safety Act and other related legislation.
- Written communication skills to complete reports.
- Ability to work independently with minimal supervision.
- Demonstrate continuous efforts to update skills.
- Knowledge and understanding of the needs of older adults, persons with disabilities, caregivers and persons with an acute or chronic health condition.

***Other Requirements to Perform the Job***

- A current and original copy of a Satisfactory Police Vulnerable Sector Check.
- Use of personal vehicle that is non-smoking, well-maintained, and suitable for the transportation of clients.
- Automobile insurance coverage providing for \$1,000,000 third party liability and accident benefits and the appropriate business-use coverage as required by the PSW's personal automobile insurance carrier.
- A satisfactory 3-year uncertified driver's record.
- Use of a personal cell phone.
- High speed internet access.
- Ability and willingness to accept assignments on short notice on assigned on-call days and drive across Peterborough County.

<b><i>Approved by:</i></b>	Danielle Belair, Executive Director
<b><i>Date approved:</i></b>	June 10, 2014
<b><i>Last reviewed date:</i></b>	June 10, 2014; September 8, 2015; October 25, 2016; October 28, 2019
<b><i>Staff Signature and date:</i></b>	