

REGION OF WATERLOO

JOB DESCRIPTION

<u>TITLE:</u>	<u>PERSONAL SUPPORT WORKER</u>	<u>JOB CODE:</u>	<u>R00243</u>
<u>DEPARTMENT:</u>	<u>COMMUNITY SERVICES</u>	<u>DIVISION:</u>	<u>SENIORS SERVICES</u>
<u>REPORTS TO:</u>	<u>COORDINATOR, RESIDENT CARE/ COORDINATOR, COMMUNITY ALZHEIMER PROGRAM</u>	<u>UNION:</u>	<u>UNIFOR LOCAL 1106</u>
		<u>REVISED:</u>	February 19, 2004

GENERAL PURPOSE:

When assigned to Sunnyside Home: provides care and assists in the activities of daily living to the residents of Sunnyside Home under the direction of the Coordinator, Resident Care or delegate; documents care and assistance given; and performs clerical, portering, and housekeeping duties as required.

When assigned to the Community Alzheimer Program: provides care and assists in the activities of daily living to participants of the Program, under the direction of the Supervisor or delegate. Documents care and assistance provided, and performs clerical, portering, and housekeeping duties as required.

MAJOR RESPONSIBILITIES:

Assists residents with the maintenance of personal hygiene including bathing, grooming of finger and toe nails, cleaning teeth, mouth care, ensuring clothing is clean, etcetera. Dresses and undresses residents, as required.

Assists residents in and out of beds, wheelchairs, geriatric chairs, on and off toilets, bedpans and commodes using appropriate lifting technique and mechanical protocol for the resident.

Assists Resident Care staff with resident exercises, continuing exercises, and walking as program indicates.

Carries out routine bowel and bladder programs.

Documents, in resident file or care plan, care given and Activities of Daily Living (ADLs), according to established policy.

Ensures residents are ready for appointments or activities and assists with activities, as required. Encourages residents' participation in all recreation and restorative care programs. Provides input to the Recreation Therapist regarding social programs for residents, based on knowledge of resident/clients' interests.

Accompanies or transports residents (via wheelchair) to in-house hairdresser, barber, optometrist, programs, and other appointments; occasionally accompanies residents using taxi or Med-lift transportation.

Rinses soiled clothing and linen before sending to the laundry. Sorts soiled clothing and linen into appropriate hampers for delivery to laundry.

Attends Resident Care conferences as necessary.

Ensures all residents' personal clothing and personal care items are labeled with resident's name.

Follows dining room protocol to serve meals and assist residents with eating during meals; feed residents as directed; clean residents, if required, following meals; and clear tables after meals.

Documents resident food intake according to procedure and reports unusual occurrences to Registered Practical Nurse (RPN) or Registered Nurse (RN).

Assists with admission, discharge and transfer process under the instruction of the Team Leader, RN or RPN, including unpacking or packing residents' possessions, and making residents feel welcomed.

Files monthly records to resident files, as required.

Participates in shift reports, reporting and noting any change in resident condition and/or care needs to be documented on the care plan as it occurs to maintain a current resident record.

Ensures resident rooms, bedside tables, lockers, closets, kitchenettes, utility rooms, refrigerators, communication centres, etcetera are maintained in a tidy manner. Cleans up spills, wheelchairs, gerichairs, commode chairs, and walkers.

Observes and immediately reports changes in residents' physical and emotional conditions and assists with the maintenance of records reflecting the condition and care of each resident. Completes daily flow sheets and bowel records.

Applies topical lotions, oils, ointments under the direction of the RPN, RN or delegate.

Collects specimens for testing as directed.

Responds promptly to residents' call lights.

Makes or changes residents' beds when required.

Gives bedpans and urinals to residents, as required. Cleans bedpans and urinals. Changes pads and bathes residents who are incontinent.

Operates mechanical lifts and transfer devices in accordance with policy to lift and move residents.

When directed, bathes, positions and puts a hospital gown on deceased residents. Ensures that necessary clothing and personal affects are available to accompany deceased to the funeral home. Places resident on the stretcher on a clean sheet and wheels to the morgue. Also packs up the resident's belongings.

Answers visitors' questions promptly and courteously, re-directing to the appropriate caregiver if required. Directs visitors to residents promptly and courteously. Locates residents who have wandered off the floor according to Code Yellow procedure.

Answers telephones, takes messages/refers callers to the appropriate person after office hours.

Upgrades skills by attending In-Service Programs seminars and courses. Reads distributed communications in order to stay current.

When working with the Community Alzheimer Program, engages participants in recreational and social programs as directed or instructed by the Recreation Therapist; assists clients and residents on outings from Day Programs; occasionally accompanies clients in the Sunnyside Home van; and works with the RPN and RN to provide personal care to clients.

Performs related duties, as assigned, according to the policies and procedures of Sunnyside Home.

RESPONSIBILITY FOR MATERIAL/FINANCIAL RESOURCES:

Ensures that equipment used for own work in the care of residents such as mechanical lifts, wheelchairs, gerichairs, commode chairs, thermometers, weigh scales, pagers, etcetera, are maintained in good working condition and stored in appropriate storage areas for use by other staff as required. Completes and forwards Environmental Services work orders for required repairs.

NATURE & IMPACT OF ERROR:

Failure to deliver appropriate, safe care to residents in the unit could have a negative impact on the residents' health and could cause a loss of confidence in the services provided by the Home, possibly resulting in legal action against the Region.

Failure to ensure that proper infection control procedures are followed when dealing with residents with communicable infections could cause infection to spread and adversely affect the health of residents and staff.

RESPONSIBILITY FOR SUPERVISION OF STAFF & OTHERS:

Demonstrates and explains work procedures during the training of new employees and volunteers as directed. Ensures the safety and well-being of residents while bathing, feeding, transferring, or dressing. Reports hazards in the workplace which could affect the safety of staff and residents.

CONTACTS & HUMAN RELATIONS:

Internal:

Has daily contact with the Registered Nurse, Registered Practical Nurse, and other nursing staff in the unit regarding resident care. Also has contact with dietary staff to discuss residents' meal requirements, laundry staff regarding linen requirements, and Resident Home Assistants regarding housekeeping and provision of meal service. Participates on a team, working collaboratively and courteously with all members, to provide safe, efficient resident care.

External:

Has daily contact with residents when providing nursing care. Has contact with residents' families who are occasionally distressed, regarding needs of residents. Occasionally has contact with sales representatives making Home visits.

EFFORT (Mental, Physical):

Work is performed in accordance with the policies and procedures established for Sunnyside Home and Social Services. Performs activities which require basic knowledge, skill and judgment in implementing care.

Prioritizing of assigned work is required on the unit during tour of duty to ensure delivery of appropriate care. Work is directed by the RN or delegate. Deals immediately with emergency situations until help arrives.

Manual dexterity and quickness are required to transfer residents, assist with exercises, dress and undress residents. Work involves considerable standing and moving about to deliver care. Transfers residents into and out of wheelchairs, baths, or beds, using appropriate equipment in accordance with policy. Stoops and reaches to make beds, change residents, and clean dining areas.

WORKING CONDITIONS:

Work is performed in a long term care facility, subject to constant interruptions from residents requesting assistance. Work potentially exposes incumbent to infectious diseases such as influenza and other bacterial and viruses, as well as human waste and bodily fluids. Deals with residents who may exhibit challenging responsive behaviours. Day, evening, night, weekend, and statutory holiday work is required when assigned to Sunnyside Home and may be required when assigned to the Community Alzheimer Program.

KNOWLEDGE, SKILLS & ABILITIES:

Basic knowledge, skill and judgment related to methods and procedures as a Personal Support Worker, acquired certification from an approved Personal Support Worker Course.

A tuberculosis (TB) test and annual influenza immunization are required.

Practices in support of the Restorative Care Philosophy with a focus on team work. Knowledge of Regional policies and procedures established for Sunnyside Home.

Human relations and communication skills to respond pleasantly and professionally to demands; communicate effectively with staff, residents, and families; interact appropriately and have a basic understanding of the geriatric population; and participate as an effective team member. Ability to support and project values compatible with the organization.

Ability to engage participants in recreational and social programs as directed/instructed; assist clients/residents on outings; and work with RPN to provide personal care to clients.

Ability to operate mechanical lifts and transfer devices in accordance with established policy.

Must provide an acceptable Police Vulnerable Sector Check-Level 3.

Language Communication (Written & Verbal):

Ability to participate in the development of resident plan of care, write health status updates and daily reports, fill out forms, and flow sheets. Ability to communicate clearly with residents, families, other staff and health care workers. Ability to read and communicate case histories, daily reports, health status updates, and flow sheets, so that others understand.