



## **PERSONAL SUPPORT WORKER**

### **JOB DESCRIPTION**

#### **SAFETY IS OUR #1 PRIORITY**

<b>Position:</b> Personal Support Worker (PSW)	<b>Department:</b> Homemaking, Respite Care & Home Help	<b>Supervisor or Manager:</b> Supervisor and Program Manager
<b>Work Schedule:</b> 6 days per workweek.	<b>Last Up-Dated:</b> March, 2009	<b>Filed By:</b> Human Resource Department
<b>Job Summary:</b> To support seniors, frail, disabled and/or cognitively impaired clients with their Activities of Daily Living (ADL) and household tasks. To create a safe environment that promotes independence and dignity. Works closely with Program Supervisors, Field Supervisor and other Personal Support Workers.		

#### **JOB DESCRIPTION:**

##### **Duties Associated with Performing this Job:**

- Travel to and from clients' home within an established schedule/time period.
- Work flexible hours to meet client needs.
- Provide client services in accordance with the established Service Plan to a diverse group of clientele residing in a variety of locations where there may be a range of care requirements.
- 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.
- Interact with the client, the caregiver and other members of a client's support network in a professional and respectful manner.
- Provide personal care which may include, but is not limited to bathing, grooming, skin care, dressing, toileting, lifts/transfers, mobility assistance, and assisting clients at mealtime.
- Operate mobility devices (e.g. transfer board) to aid in the lift/transfer of clients according to the established guidelines for the safe and proper usage of such equipment.
- Complete household tasks which include but are not limited to laundry, making the bed, vacuuming, wiping kitchen surfaces, dusting furniture and other duties as directed by the Supervisor.
- Prepare nutritious meals for clients that accommodate specific dietary needs.
- Accompany the client to medical appointments, shopping trips and for walks as required. Permission must be obtained from the Supervisor in advance.
- Advise Supervisor immediately if unable to keep an assignment or late for a scheduled client visit.
- Assist client to perform ADL tasks in order to maintain and enhance the client's functional abilities.

- Back up other Personal Support Workers by assisting with other assignments as requested by the Supervisor.
- Collaborate with all members of the client care team.
- Create a safe and calm environment while carrying out duties in the client's home.

**File Management:**

- Record client behavior, care services provided, and overall well-being on client's Progress Report and as required.
- Ensure confidentiality of client and Agency personnel information.

**Quality Management:**

- Initiate and make recommendations related to quality improvement.
- Implement quality initiatives within the Agency, or specific areas of work.

**Reporting:**

- Observe and report any changes and/or information pertaining to the well being of clients or other Agency personnel to the Supervisor in a timely manner.
- Complete any required reports or documentation in accordance with the Agency's policies and procedures.

**Administration:**

- Complete documentation and reports in a professional format in accordance with the Agency's policies and procedures.
- Follow the Agency's guidelines for external documentation as needed.

**Training**

- Attend and actively participate in training, orientation and in-service sessions offered by the Agency.
- Participate in all regularly scheduled Personal Support Worker meetings.
- Maintain up to date CPR /First Aid Certification training.

**Health and Safety**

- Work in compliance with the Ontario Occupational Health & Safety Act and WSIB.
- Perform all tasks in a manner that promotes health and safety and reduces the risk of hazard to self and others.
- Use equipment, supplies and products as instructed by the Agency.
- Follow Best Practice at all times.
- Report any and all incidents/situations related to the health and well-being of others.

**Other**

- Any other duties as directed by the program Supervisor.

**Skills required to perform the job:**

The job task requires the worker to have completed some form of certification (e.g. Personal Support Worker Certificate). Understanding of the job task is acquired through schooling, related life experience or is obtained within six months of on the job experience.

**Other Requirements to perform the job:**

- Analytical skills to assess client's needs, functional level and ability to perform the Activities of Daily Living.
- Time management skills to follow an established schedule.
- Written communication skills to complete client's Progress Reports, Occurrence Reports and other required reports.

- Interpersonal skills and the ability to communicate with clients, colleagues, Supervisors, Agency personnel and other health care professionals.
- Demonstrate an understanding of the needs of seniors, persons with disabilities, caregivers and persons with an acute or chronic health condition.
- Second language is an asset.
- Driver's license and a good driving record are beneficial.

**Problem Solving/Judgment:**

Decisions are made from a number of known alternatives. Usually problems are referred to the Supervisor in a timely manner.

**Interpersonal Skills/Contacts:**

Worker is able to utilize contacts available both within and outside of the organization to maintain a flow of information as well as to clear up any uncertainties. Worker has the skills necessary to deliver sensitive information in a professional manner.

**Effort required to perform this job:**

**Mental Effort**

Moderate intensity activities add up to an average of less than four hours per day, the HSW is able to take breaks when necessary.

Activities include:

1. Concentration for writing reports and/or other documents on paper (i.e. Client Progress Notes).
2. Listening and mental attentiveness when dealing with clients, volunteers, caregivers and others.

**Physical Effort**

Moderate intensity activities add up to an average of more than four hours per day. High intensity activities add up to an average of two to four hours per day, the HSW may not be able to choose when to take a break.

Activities include:

1. Occasionally lifting and carrying loads under forty pounds.
2. Regularly standing for extended periods of time.
3. Regularly walking for a short period of time.
4. Regularly positioning and transferring clients during assistance with Routine Activities of Daily Living.
5. Occasionally holding the body in one position for an extended period of time.
6. Regularly bending for an extended period of time.

**RESPONSIBILITIES associated with this Job:**

**General Responsibility:**

- Required to gain approval from the Supervisor before proceeding with an action that is deemed necessary or advisable.

**Personnel Policies and Practices:**

- Provide functional or technical guidance and/or informal training or instructions to placement students.

**Financial Resources:**

- Infrequently is involved in financial matters, typically on a relief basis. Authorization needed to spend small amounts of pre-authorized money.

**Information Resources:**

- Involved with information/data files that are straight forward and easily available.
- Responsible for the basic care and proper usage of information/data sources.

**Material Resources:**

- Responsible for the basic care and proper usage of supplies and equipment or other work aids of minimal to moderate capital value.

**WORKING CONDITIONS while performing this job:****Environment:**

Conditions may cause some stress or physical discomfort due to moderate exposure to those items noted above or constant exposure to severe conditions. Typical conditions are such that a moderate risk of injury or harmful effect is possible.

Conditions in the work environment may include:

- body fluids
- soiled linens
- infectious diseases
- isolation
- lack of privacy
- multiple demands
- distractions/interruptions
- crowded conditions
- varying work schedule
- verbal abuse
- physical abuse (including threat of)
- noise (human or equipment)
- odour
- poor ventilation
- smoke
- chemical substances
- dirt/dust
- humidity/moisture
- temperatures outside of the normal comfort level.