



## Job Description

### IDENTIFICATION

<i>Position Number</i>		<i>Position Title</i>	
U-01-142 to U-24-142		Personal Outcomes Support Worker	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>	
Supportive Living	SLS Program Supervisor	HRHSSA Supportive Living Residences	

### PURPOSE OF THE POSITION

The Personal Outcomes Support Worker is a member of the Supportive Living Services team, who provide personalized care for residents by assisting residents and community clients in fulfilling their goals as participating members of the community.

### SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

This program is comprised of 3 supportive living residences and a day program building. Under the direction of the SLS Program Supervisor the incumbent provides the physical, social and emotional support residents require to be as independent as possible in both the home environment and the community. The delivery of services has a direct impact on the quality of life and satisfaction for the residents and clients of Supportive Living Services and their families.

Performance of the duties of the Personal Outcomes Support Worker is governed by HRHSSA policies and procedures, including relevant procedures and protocols, infection control procedures, the Emergency Measures Manual, the Workplace Hazardous Management Information System and Quality Assurance and Risk Management programs.

## **RESPONSIBILITIES**

- 1. Under the direction of the SLS Program Supervisor, the Personal Outcomes Support Worker provides support to the residents in meeting the goals established through individual personal service plans to achieve their maximum independence.**

### ***Main Activities:***

- Assisting residents, as determined by their personal life plan, in the performance of daily living activities;
- Encouraging residents to perform daily living activities themselves;
- Assisting resident with self care (such as bathing) according to established schedules;
- Providing care, as identified in the resident's plan;
- Performing non-intrusive care, not specifically identified in the resident's plan, as required;
- Encouraging and assisting residents in housekeeping, laundry and food preparation.
- Assessing the results of non-intrusive care (scheduled and unscheduled), identifying abnormal results, and recommending further action to the Licensed Practical Nurse (LPN)/Manager;
- Encouraging, assisting with or administering medication as scheduled and in the manner prescribed in the care plan;
- Monitoring residents for any reaction or side effect from medications and bringing symptoms to the attention of the LPN/Manager;
- Referring inquiries from family members and friends about a resident to the SLS Program Supervisor.

- 2. Contributes, as a team member, to the mental, psychological and social well-being of residents.**

### ***Main Activities:***

- Carrying out all duties with residents in a manner which provides companionship and stimulation;
- Accompanying residents on walks, shopping, to clinics or physician's offices as assigned;
- Encouraging residents to participate, and fully participating in, planned social, recreational and community activities, as well as cultural and spirituality activities in accordance with the background and beliefs of the resident;
- Building and promoting positive relationships with residents, community clients, guardians, families, and community support staff and to the HRHSSA staff involved in providing services to the residents.

- 3. Participates, as a team member, in the documenting, reporting and planning of techniques and activities for residents' well-being.**

### ***Main Activities:***

- Preparing written shift reports on activities, incidents, or occurrences for each shift;
- Advising shift rotation staff of changes in residents' behaviour and any special instructions to be carried forward into the next shift; and,
- Preparing quarterly resident reports for guardians/families;
- Participates in assessments as needed (SIS, ICAP, Risk, other);
- Participates in Annual Service Planning

- Assists the Day Program Facilitator with financial planning, money requisitioning and purchasing of personal items for residents, as required;
- Participates in staff meetings;
- Participating in personal life plan meetings to recommend and assess ways to stimulate residents and improve their well-being and independence.

#### **4. Participates, as a team member, to ensure a safe environment for residents.**

##### ***Main Activities:***

- Following the safety procedures as outlined in the HRHSSA Policy Manual, Infection Control Manual and Emergency Measures Manual;
- Following the procedures and participating in the Workplace Hazardous Management Information System and Quality and Risk Management Programs;
- Ensuring supervision and safety needs of the resident are met while in their home environment or in the community;
- Recommending changes to procedures to promote a safe environment.
- Remaining current in the field of personal care by reading current literature;
- Attending and participating in scheduled conferences and in-service training events.

##### **Position Role in Client & Staff Safety:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization shares the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

##### **Commitment to Client Centered Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
  - Providing a culture that will ensure clients have a voice and participate in their own personal care.
  - Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
  - Focusing on the experience of the client from their perspective and listening to their needs.
  - Fostering collaboration between the client and organization by working together to achieve our goals.

- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

### **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of and the ability to apply CPR and personal care, observation and assessment skills, knowledge of drugs and drug inter-action.
- Knowledge of Supportive Living Programs and an understanding of personal life plans and personal outcomes.
- Good oral and written communication skills.
- Skill in demonstrating and promoting positive team building and interpersonal relationships.
- Ability to be understanding, patient, gentle and non-judgemental.
- Good physical and mental health.
- Ability to use tact and judgement in dealing with difficult situations.
- Sensitivity to the physical, social, cultural, spiritual needs of residents and clients.
- Knowledge of Infection Control, Food Handling and Canada Food Guide.
- Knowledge of body mechanics and proper lifting techniques are required to safely support residents in daily living activities.
- Good housekeeping and home safety skills.
- Demonstrated knowledge of medication administration as required by individual resident needs.
- Ability to work independently and as a member of a team.
- Class 5 driver's license is required with a willingness to transport residents in HRHSSA vehicles.

The level of knowledge is normally acquired through completion of Grade 12 and formal training as a Developmental Services Worker, Social Service Worker, Rehabilitation Aide, Residential Support Worker, or an equivalent combination of education and experience. WHMIS, Handwashing, Back Injury Prevention Training with annual recertification is mandatory. Standard First Aid/CPR, Non-violent Crisis Intervention, Mental Health First Aide, Supportive Pathways, Positive Behaviour Supports training is required, when available.

### **WORKING CONDITIONS**

#### **Physical Demands**

There is considerable physical activity involved in helping people to move, bath, dress and perform other daily activities. The incumbent may be required to lift heavy items or be on their feet for long periods of time.

The incumbent is required to work in limited and restrictive space like the resident's washroom. This awkward bending or twisting promotes poor body mechanics and can lead to injury.

#### **Environmental Conditions**

The incumbent is at risk for injury while transporting residents and community clients and can be exposed to volatile situations as a front-line worker. Assisting residents with care may

expose the incumbent to human waste and work may involve unpleasant visual images (situations or events).

### **Sensory Demands**

All senses must be acutely aware in observing residents and community clients and their environment.

### **Mental Demands**

The environment is dynamic and constantly changing. Therefore, the incumbent has no control over their work pace.

Dealing with difficult residents or community clients can be frustrating and stressful.

Family members can occasionally be demanding and lack understanding of the limits to the personal service plan of residents.

**CERTIFICATION**

**Position #:U01-142 to U24-142**

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Director/Chief Executive Officer Signature</p> <p>_____ Date</p> <p>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</p>	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**

- November 2008
- October 2009 editorial; scope & Client Safety
- December 2009 editorial: add positions, class 5
- August 2010: managerial update
- July 2013-education changes
- May 2016—editorial changes, education requirement changes
- January 2017-reporting changes
- February 2018—Knowledge, Skills and Abilities; Commitment statement; logo.