



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911, route MacKenzie  
Hay River, NT X0E 0R6

## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
<b>U-03-38, U-04-38, U-05-38, U-06-38, U-07-38, CA-1360</b>	<b>Home Support Worker</b>	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
<b>Home Care</b>	<b>Home Care Supervisor</b>	<b>H.H. Williams Memorial Hospital</b>

### PURPOSE OF THE POSITION

The Home Support Worker (HSW) is a member of the health care team who provides personalized care for clients of all ages and their families in the clients own home. They assist with activities of daily living (ADL) and household duties ensuring safety, comfort and maintaining optimal health and independence. The HSW acts as a client advocate and facilitates communication between the clients, family and other health care professionals to meet their physical, psycho-social, spiritual, cultural, and medical education needs. Home Support services supplement but do not replace clients efforts to care for themselves with the assistance of their family, friends and 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 Náydi Kúę. 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 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.

Located at the Hay River Community Health Services office, this position reports to the Home Care Supervisor.

The incumbent works in conjunction with a Registered Nurse in accordance with the philosophy and objectives of the N.W.T. Coordinated Home Care Program and standards and procedures of the HRHSSA. Services are provided to clients in Hay River, West Channel and Enterprise. The incumbent also provides services to clients of other health authorities who are temporarily relocated to Hay River.

The incumbent will be required to assist the Supervisor in coordinating programs and activities for individual clients in the community.

The home support worker provides personal care, home management, palliative and respite care to long and short-term clients making daily, weekly or monthly visits as determined by the supervising Registered Nurse. During a typical month a full-time home support worker will make an average of 86 client visits. This position requires the incumbent to work independently with minimal supervision.

## **RESPONSIBILITIES**

- 1. Provides personal, respite and palliative care under the direction of a registered nurse in accordance with regional and territorial standards promoting self reliance and independence at all times in order to assist in the protection, restoration and promotion of health.**

### ***Main activities:***

- Implements the plan of care as established by the home care team;
- Assists clients with Activities of Daily Living and personal hygiene such as bathing and toileting;
- Monitors blood sugars and blood pressures and supervises clients on the diabetes exercise program;
- Assists with range of motion exercises and physical activities as indicated by a physiotherapist;
- Accompanies clients to X-Ray, lab, ultrasound, eye, and specialist appointments;
- Accompanies clients to out-of-town medical appointments;
- Applies splints and orthotics under the direction of OT/PT;
- Collects and labels specimens for the laboratory;
- Provides skin and wound care under the direction of RN;

- Measures Vital signs, pain, height and weight. Reports changes to RN or Diabetes Nurse Educator;
- Ostomy care;
- Catheter care;
- Assists with oxygen therapy and nebulizer;
- Assists RN's with procedures; eg. Catheterization, enemas;
- Encourages independence in clients to enhance their self-esteem to the greatest extent possible;
- Spends quality time with people who have little support, providing companionship, emotional support and stimulation;
- Provides emotional support to family members, relaying concerns on their behalf and providing reassurance where appropriate;
- Reports any changes in clients conditions to the Registered Nurse and requesting reassessment as necessary;
- Reinforces teaching of other health professionals, such as nutrition, hygiene, exercises, as required;
- Provides respite care for family members;
- Adapts to a variety of family situations and helping the client and family adapt to a homemaker in the house; and
- Applies proper first aid techniques and when appropriate calling Emergency Medical Services.
- Recognizes a change in the clients physical and cognitive state and reporting changes to the Supervisor.
- Recognizes challenges related to vision, hearing, speech and language cognition and adapts care to minimize these challenges while promoting clients health and independence
- Encourages and monitors medication administration as scheduled and prescribed by the physician.
- Monitors clients ability to comply with medication schedules.

**2. Provides and assists clients and families to access support services in order to provide holistic care.**

***Main Activities:***

- Advocates on behalf of the clients. This involves assisting clients to obtain services, resources and fair processes;
- Promotes clients involvement in social activities, including informing clients of any available volunteer services, such as transportation, friendly visiting, social activities, special programs and recreation therapy; and
- Plans and carries out leisure activities with the clients to enhance physical and psycho-social well being.
- Builds and promotes positive relationships with community support staff, HRHSSA staff and local support groups.

- 3. Assists clients with home management according to assessed need, while being mindful of and encouraging independence, in order to maintain a safe and comfortable home.**

***Main Activities:***

- Performs light housekeeping (such as vacuuming, making beds, washing floors, cleaning kitchen and bathroom areas, laundry) based on the clients abilities;
- Shops for food supplies and assists with other shopping and errands;
- Assists clients with banking and payment of bills when no family member lives in town;
- Practices safety in the home and maintaining a safe environment for clients
- Demonstrates knowledge of fire safety and use of fire extinguishers.
- Assist with life skills as it relates to meal preparation, food safety and handling.
- Encourage clients to independently perform activities of daily living to the level they have been assessed at.

- 4. Maintains client records in accordance with the policies and procedures to ensure that the client's current health status is communicated to the health care team.**

***Main Activities:***

- Respects the confidentiality of the clients;
- Records services on the homemaker flow sheet on each client file each time a service is provided thereby contributing to the development of an ongoing plan of care;
- Supports the development of individualized Care Plans and implements the Care Plan within the limits of their education, experience and capability
- Participates in team conferences
- Reports any problems, hazards, safety issues appropriately and
- Provides statistical information for program development.

- 5. Collaborate as a member of the multi-disciplinary team in order that information can be shared for the benefit of the client and family.**

***Main Activities:***

- Assists in setting goals for clients and in establishing priorities for service;
- Provides information on existing and potential needs of clients;
- Participates in conferences and in-service training;

- Carries out other activities as delegated by the Home Care Supervisor or RN; and
- Contributes as a member of the Accreditation Committee for Home Care, and as a member of other HRHSSA committees.
- Assist in ways to stimulate clients to improve their well-being and independence.

**6. Participate in health promotion and screening activities**

***Main Activities:***

- Assists in client health promotion and screening activities such as the Senior and Adult Health Fair, Flu Clinic and local workshops.
- Participates in health promotion activities such as, presenting in-services for other members of the health care team.

**7. Performs administrative and other general duties in the Home Care Department.**

***Main Activities:***

- Maintains oxygen concentrators and nebulizers for the equipment loans program;
- Manages equipment loan program, inventory monitoring and ensuring clean and well maintained equipment is readily available
- Administer and Manage Meals on Wheels Program, Including client and family orientation to program, meal quality control, communicate changes and concerns with kitchen, collection of fees, and volunteer recruitment
- Provides scheduling for the Home Support Workers; along with Supervisor
- Ensures adequate supplies are available for workers and clients;
- Maintains the Home Care filing system;
- Orientates new Home Support Worker staff; and
- Other related duties as required.

**8. Participates as a team member to ensure a safe environment for themselves and the clients**

***Main Activities:***

- Follows the safety policies of the NWT Home Care Program and the HRHSSA.
- Follows infection control guidelines.
- Ensures personal safety as well as client safety in their home environment or in the community.
- Recommends changes to procedures to promote a safe environment.
- Attends and participates 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 home care practices and regulations, including NWT standards.
- Must demonstrate respect for confidentiality and the individual's privacy.
- Knowledge of and the ability to apply CPR, observation and assessment skills.
- Knowledge of the community and its resources, and the ability to work in a multidisciplinary setting.
- Ability to perform basic personal care functions and basic home management skills, as well as ability to react appropriately in emergency situations. Knowledge of infection control, food handling and Canada Food Guide.
- Knowledge of body mechanics and proper lifting techniques are required to safely support clients in activities of daily living.
- Knowledge of proper use and maintenance of medical equipment such as: glucometer, blood pressure equipment, oxygen equipment, nebulizer, bath benches, raised toilet seat, treadmill and exercise equipment.
- Ability to work in many different environments where there are pets and different cleaning products being used.
- Knowledge of palliative care and end of life care.
- Ability to communicate effectively with clients and colleagues of different ages, cultures, education, etc. Sensitivity to the physical, social, cultural and spiritual needs of clients and families.
- Ability to work independently and as a member of a team Ability to work with little direct supervision. Must possess a current Class 5 driver's license with clear driver's abstract in order to provide home visits to clients. Demonstrate knowledge of medication monitoring.
- Strong communication skills, both written and verbal.
- Good physical and mental health.
- Able to multitask
- Mature and Dependable
- Must be able to acquire within a reasonable time frame and remain current with the Non-Violent Crisis Intervention certification.

This level of knowledge is normally acquired through the successful completion of Grade 12 and the successful completion of a Home Support Worker certificate program or its equivalent by a recognized college and/or vocational school in Canada plus at least one year of recent experience in a home or health care facility doing personal care. When available, a wheelchair safety course is required to provide for the safety and comfort of clients. The incumbent must have a valid Class 5 driver's license, provide a satisfactory driver's abstract and be able to complete a satisfactory criminal records check.

## WORKING CONDITIONS

### Physical Demands

Demand	Frequency	Durations	Intensity
Carry heavy, bulky supplies when traveling in and out of buildings and to client's homes. As well, carrying groceries for clients	Daily	40 Minutes to 1 hour	Moderate
Transferring, lifting and positioning of clients, often in settings where ideal body mechanics and lifting techniques are difficult to use	Daily	Varies	High to Moderate
Bending and kneeling frequently during the provision of care and homemaking duties	Daily	3 to 5 Hours	Moderate to High
Operation of equipment such as lifts, vacuum cleaner, dishwasher, washer and dryer, wheelchair	Daily	At least 1 Hour	Moderate
Temperature extremes in the work environment	Daily	3 to 5 Hours	Low to Moderate
Good body mechanics will decrease the chance of injury.			

### Environmental Conditions

Demand	Frequency	Duration	Intensity
Exposure to communicable diseases	Daily	Varies	Moderate
Handling of body fluids that are potentially contagious	Daily	Varies	High to Moderate
Traveling in adverse weather conditions to make home visits	Daily	Varies	Low to Moderate
Exposure to hazardous substances	Daily	3 to 4 Hours	Low to Moderate
Exposure to dog bites, falls, car accidents and assaults in a client's home during a home visit	Daily	4 to 6 Hours	Moderate
Exposure to allergens (i.e. Cigarette smoke, dust, pet dander)	Daily	Varies	Moderate to High
The incumbent reduces their risk of injury by ensuring up to date immunization status and practicing universal precautions with all clients and applying WHMIS knowledge.			



### Sensory Demands

Demand	Frequency	Durations	Intensity
Language barriers, poor reading and writing skills, as well as cognitive, mental and physical impairments in clients	Daily	2 to 3 Hours	Moderate
Operates various pieces of household and medical equipment: i.e. wheelchairs, lifts, audiovisual equipment, oxygen equipment, pulmoaide nebulizer, treadmill and exercise equipment	Daily	2 to 4 Hours	Moderate
Exposure to malodor	Daily	Varies	Low to Moderate

### Mental Demands

Demands	Frequency	Durations	Intensity
Caring for clients that may be aggressive, intoxicated, potentially abusive and volatile, as well as clients that may be angry and difficult to work with.	Daily	Varies	Moderate
Exposure to clients with complex needs and emotionally disturbing experiences and histories of trauma	Daily	Varies	Moderate to High
Care for clients that are dying and their families	Varies	Varies	High
Make decisions quickly that could have far reaching effects on the client's well-being	Varies	Varies	Moderate to High
Enter unsafe conditions such as client's homes that are unfamiliar and which may pose a threat to their safety	Varies	Varies	Moderate
Fluctuating workload depending on unpredictability of clinical situations in the home	Daily	Varies	Low
Conditions in the home and the clients personal hygiene may be at a different level than that of the home support worker	Daily	Varies	Low to Moderate
Clients expect home support workers to advocate for them and assist with needs that are not typical. Home support workers must be flexible and adaptable to such things as arriving for a home visit to find someone ill or in distress and adapting to various sites and spaces when providing home care.			

## CERTIFICATION

**Position Number:**

<hr/> <p>Employee Signature</p> <hr/> <p>Printed Name</p> <hr/> <p>Date</p> <p>I certify that I have read and understand the responsibilities assigned to this position.</p>	<hr/> <p>Supervisor Title</p> <hr/> <p>Supervisor Signature</p> <hr/> <p>Date</p> <p>I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<hr/> <p>Director/Chief Executive Officer Signature</p>	<hr/> <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.**

Updated – February 2011  
April 2011 reports to name change  
Scope-Feb.2012  
Add position #U-06-38; M.E.-Feb.2012  
September 2012 – minor editorial changes only  
May 2015 – editorial changes  
October 2016 – scope  
July 2017 – scope, logo, editorial  
December 2021- Training & Location update