



Government of
Northwest Territories

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Home Support Worker	
Position Number(s)	Community	Division/Region(s)
87-12223	Deline	Community Health Centres/Sahtu

PURPOSE OF THE POSITION

Provide personalized care and support to clients of the Homecare program in Deline by assisting with activities of daily living (ADL) in accordance with the philosophy and objectives of the Northwest Territories Health & Social Services Authority (NTHSSA) to ensure the continued health, safety, comfort and independence of clients.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchʔ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchʔ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The NTHSSA administers all regional health and social services delivered to 4 community Health Centers and 1 Community Health Station in the Sahtu Region. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located in the Dora Gully Health Centre and reporting directly to the Nurse in Charge, the incumbent provides culturally sensitive respite and ADL care to residents. The nurse in charge, community health nurse and the home support worker will identify the clients and accept them into the program based on the CCAP and nursing assessment. The level of support or care required will be determined by the needs identified in the CCAP.

Clients of the Homecare Program are usually individuals who require on-going care but are not at the point where they require 24-hour complete care. These clients include but are not limited to long-term convalescent, geriatric, respite, surgical or medical patients who live within their home and require scheduled treatment, care and/or support. The clients' medical outcomes are somewhat predictable. Home Care also includes health promotion, disease prevention.

The HSW is a member of the Primary Community Care team who provides direct personalized care to residents who have common well-defined nursing diagnoses. The HSW will act as a client's advocate and facilitates communication between the client, family, and community health nurse, Dietician/Nutritionist, Occupational Therapist, Physiotherapists and other health care professionals. This will result in a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the residents.

The HSW will ensure the safety and comfort, maintain hygiene, facilitate physical activity and promote the independence and mental well-being of the client in a respectful and compassionate manner.

Within the Home and Community care program in Deline, a Community Health Nurse within the Health Centre will dispense medications based on Doctor's orders. Once dispensed a HSW may deliver oral medications and ensure that the clients have ingested the medicine. When emergency situations arise which require nursing assessment or treatment a HSW will contact the Community Health Nurse (CHN) or Nurse in Charge on call through the Community Health Centre who will provide the care and identify appropriate treatment.

RESPONSIBILITIES

1. Provide individualized care to clients of the Homecare Program in accordance with the philosophy and objectives of the NTHSSA to ensure the continued health, safety, comfort and independence of clients.

- Assess a residents change in medical condition, noting full details of the change such as but not limited to temperature, pulse, blood pressure, respirations, skin condition, location and severity of pain, and general condition (i.e. restlessness, anxious, aggressive, comatose, etc.) and report the findings to a Community Health Nurse or other health care providers as appropriate,
- Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart all treatments provided as per policy,
- Deliver treatment as outlined by a health care providers (i.e. including but not limited to providing exercise as identified by physiotherapist, dressing or re-dressing wounds based on the Coordinators nursing care plan, or applying topical cream on bed sores based on the nursing care plan),
- Assist in the development of a nursing care plan and revisions as changes occur in a client's condition,
- Ensure the ingestion of medications as directed by a physician,
- Provide treatment as directed (i.e. including but not limited to simple dressings, perform foot care and footbaths, blood sugar tests, etc.),
- Monitor condition of clients throughout the duration of their treatment, illness or program,
- Provide medical interpretation to clients as needed,
- Assist clients to achieve their optimum level of health in situation of normal health, illness, injury, or through the process of dying,
- Advocate the dignity and self-respect of clients,
- Promote the autonomy of clients and help them to express their health needs and values to obtain appropriate information and services,
- Package and transport biological samples and pharmaceutical materials, and
- Safeguard the trust of clients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.

2. Ensure the continued health and well-being of all clients by ensuring that the clients have timely access to all activities of daily living with little to no restrictions.

- Assist clients with all activities of dialing living (i.e. including but not limited to mobility, cooking, cleaning, eating, dressing, washing, socialization, etc.),
- Promote dignity, comfort and respect for the clients cultural and personal beliefs, and
- Collaborate with all health care providers to ensure a holistic approach to daily living needs.

3. **Assist the Community Health Nurses and the Nurse in Charge with the day-to-day administration and clerical functioning of the Homecare Program.**
 - Report any damage or problems with equipment, tools or structures used by the HSW or within clients home so that the Supervisor NIC can arrange for corrective action in a timely manner,
 - Monitor stock levels (medical and non-medical) and notify the Supervisor when levels are getting low so s/he can arrange for the ordering of supplies as required,
 - Prepare written shift reports on ADL or occurrences about clients, and
 - Collect individual statistics for management.
4. **As a member of the Primary Community care team the incumbent will actively contribute to the mental, spiritual, psychological and social well-being of residents.**
 - Encourage clients to participate in planned social and recreational activities as appropriate, and
 - Provide clients with social interaction on a daily basis.
5. **Advocate practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.**
 - Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care,
 - Collaborate with nurses, peers and other members of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients/clients and staff, and
 - Participates in research, special projects and staff meetings to plan, implement and evaluate homecare clients' health status.

Workplace Health and Safety

Main Activities:

- Employees of the NTHSSA – Sahtu Region are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.
- All Employees have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
- All stakeholders --management, staff, Union of Northern Workers (UNW) and Workers' Safety and Compensation Commission (WSCC)-- need to ensure our Joint Workplace Health and Safety Committee works effectively with a shared purpose of continuous quality improvement in health and safety.
- All Employees play an active role in Workplace Health and Safety through their daily activities in identifying risk, prevention and accidents, and applying timely corrective measures.
- A healthy workplace, where employees can provide quality service under safe conditions, is the right thing to do.

WORKING CONDITIONS

Physical Demands

Most of the incumbent's time will be spent supporting residents in ADL which will involve lifting, assisting and helping residents with mobility, cleaning homes, cooking and bathing clients which can be very physically demanding.

Environmental Conditions

Virtually of the services provided will be in clients' homes. As a result, the incumbent may be exposed to a variety of conditions ranging from healthy to unhealthy (exposure to smoke, dust, odors, unsanitary conditions, etc.). In addition the incumbent will have moderate levels of exposure to communicable diseases (i.e. TB), blood (i.e. changing dressings), body fluid and hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risks to the incumbent.

Sensory Demands

The incumbent will be required to use the combined senses of touch, sight, smell and hearing during on-going assessment, provision of care and during continuous observation of clients within their home.

Mental Demands

Clients within their own homes are long term patients. As a result of long term contact the HSW has the opportunity to develop relationships with the clients/residents and the client's/residents' family. The HSW is required to support a peaceful and dignified death of these residents that may cause significant emotional stress.

Within the health care setting there is significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress.

Virtually of the services provided by the HSW occur within a client's home. As a result, the incumbent will often be required to deal with family members who can be demanding, confrontational, and on occasion under the influence of drugs or alcohol. As the community is small and the HSWs are known throughout the community these interactions are not limited to just hours of work, which results in moderate levels of stress resulting from interruption of social and family life.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and an ability to apply basic first aid and CPR in order to preserve life and promote healing,
- Knowledge of and an ability to provide seasoned home nursing and support,
- Knowledge of drugs and drug interaction,

- Knowledge of healthy aging process,
- Knowledge of traditional healing methods as well as community and cultural norms,
- An ability to apply bandages dressings and/or splints,
- An ability to use nursing equipment (including but not limited to Hoyer Lift, Commode Tub, etc.),
- Ability to operate basic medical equipment require to assess patient vital statistics and condition (i.e. thermometer, stethoscope, blood pressure apparatus, Blood Glucose Monitor, forceps, scissors, simple suction equipment, stretchers, etc.),
- An ability to speak, read and write English (this includes and ability to follow verbal and written instruction from nursing, medical and dental personnel and interpret health information accurately - following the Medical Interpreter's Guide),
- Ability to drive (operate a motor vehicle) in order to transport themselves to and from different homes as well as transport clients,
- The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- An ability to speak, read and write English, this includes and ability to follow verbal and written instruction from nursing, medical and other personnel and interpret health information accurately.

Typically, the above qualifications would be attained by:

The successful completion of a Personal Support Worker Certificate, Long Term Care Aid Certificate or equivalent or 1 year of related experience in a health care setting.

The incumbent must have a valid class five driver's license

ADDITIONAL REQUIREMENTS

NTHSSA - Sahtu Region Requirements

Within the Sahtu Region HSWs must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Back Logic
- WHMIS and TDG Training
- Fire Training
- Cultural Training
- Non-Violent Crisis Intervention
- Certification in CPR/AED and First Aid
- Pharmacology in-service (in order to deliver medications)
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)
- Workplace Safety
- Hand Washing Certificate
- Training from Accreditation Canada Standards

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

Aboriginal language: Aboriginal Language - not specified

- ☐ Required
- ☒ Preferred