



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)
37-15289	Nahanni Butte	Reg. Home Care Services/Dehcho

PURPOSE OF THE POSITION

Provide personalized care and support to clients in the Homecare Program in the Dehcho communities by assisting with Activities of Daily Living (AOL), instrumental Activities of Daily Living (IADL), respite services, and designated nursing functions in accordance with the philosophy and objectives of the Northwest Territories Health and 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 public health, home care, general physician services and social services delivered in Fort Simpson, Fort Liard, Fort Providence, Wrigley, Jean Marie River, Sambaa K'e, Nahanni Butte, Kakisa and the Hay River Reserve. The NTHSSA provides and supports the delivery of community based health care services to adults and children in order to enhance the health and well-being of communities through excellence, accountability and respect for regional diversity.

Reporting directly to the Nurse in Charge, Reg. Home Care Services, the incumbent provides culturally sensitive respite and ADL care to clients of the Homecare Program. Designated rehabilitation and nursing functions are provided only under the direction of nurse/physician/traditional healer/physiotherapist or occupational therapist.

Clients of the Homecare Program are usually individuals who require on-going care that can be provided in their homes. These clients include but are not limited to long-term convalescent, geriatric, post-partum, surgical or medical patients, and individuals with chronic disabling conditions, who live in their home and require scheduled treatment care and/or support. The clients' care requirements are stable.

The HSW is a member of a multidisciplinary team who provides direct personalized care to residents who have care needs that are well defined. The HSW acts as a client's advocate and facilitates communication between the client, family, and other health care professionals. As a member of the multidisciplinary team, the HSW is an integral member of a holistic approach to planning, organizing, teaching and relationship development that best meets the needs of clients.

The HSW ensures client's safety and comfort, maintains personal hygiene, facilitates physical activity, and promotes the independence and mental well-being of the client in a respectful and compassionate manner.

A Community Health Nurse (CHN) dispenses medications based on Doctor's orders for home care clients. When it is necessary to deliver medications, the CHN assumes responsibility for their safe delivery to clients' homes. Under the direction of the CHN, the HSW may deliver oral medications and ensure that the clients have ingested the medicine. In emergency situations, which may require a nursing assessment, the CHN is contacted immediately. After normal work hours, or in the absence of the Nurse in Charge, the HSW contacts the CHN on call, who provides a nursing assessment and identifies appropriate treatment.

RESPONSIBILITIES

1. Provide individualized health care to clients of the Homecare Program to ensure the continued health, safety, comfort and independence of clients.

- Assess a client's change in medical condition, noting full details of the change such as but not limited to temperature, pulse, blood pressure, respiration, skin condition, location and severity of pain, and general condition (i.e. restlessness, anxious, aggressive, comatose, etc.) and report the findings to the RN, CHN, NIC, as appropriate;
- Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart all treatments provided;
- Provide/deliver treatment including, but not limited to, designated rehabilitation functions (i.e. therapeutic exercise, range of motion, or speech training, etc.) identified by a rehabilitation practitioner and designated nursing functions (i.e. dressing or re-dressing wounds, applying topical cream on bed sores, simple dressings, basic foot care and footbaths, blood sugar tests as outlined in the client's care plan);
- Assist in the development of a care plan and revisions as changes occur in a client's condition;
- Deliver and ensure ingestion of medications as directed by the CHN, or designate;
- Monitor the condition of clients throughout the duration of their treatment, illness or stay in the program;
- Provide medical interpretation to clients as required;
- Assist clients to achieve or maintain their optimum level of health or provide support to the client and their family 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 blood, body fluids, and other hazardous materials;
- Safeguard the trust of clients that information learned while providing services is confidential and is not shared outside the work environment of the NTHSSA without the client's written 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 and instrumental activities of daily living as identified in client's care plans.

- Assist clients with all activities of daily living (i.e. including but not limited to eating, dressing, bathing, personal hygiene, etc.).
- Promote clients' interaction with family members and socialization in the community.
- Assist clients with all instrumental activities of daily living (i.e. including but not limited to cooking, light housekeeping (i.e. dusting, laundry, etc.), banking, shopping, etc.).
- Provide respite care for primary caregivers and post-partum clients.
- Promote dignity, comfort and respect for the client's cultural and personal beliefs,

- Collaborate with health care providers involved with the clients in Fort Simpson to ensure a holistic approach to daily living needs.
- 3. Perform administrative functions that contribute to the day-to-day operation of the Home Care Program.**
- Report any damage or problems with equipment, tools or structures used by the HSW or within clients home to the Nurse in Charge so that arrangements can be made for corrective action in a timely manner.
 - Monitor stock levels of Homecare supplies (medical and non-medical) and notify the NIC or designate when levels are getting low so arrangements for the ordering of supplies is done in a timely manner, as required.
 - Prepare written daily reports on services provided, results of health monitoring activities (i.e. blood pressure, etc.), and any incidents about clients that occur outside the norm, and
 - Collect individual statistics and submit to the NIC as required.
- 4. Actively contribute to the mental, spiritual, psychological and social well-being of residents as member of the Homecare clients' care team.**
- Attend interdisciplinary team meetings as requested by the NIC or designate.
 - Collaborate in the review of all client care plans with the NIC or designate on a regular basis.
 - Attend client case conferences as requested by the NIC or designate.
 - Collaborate in planning and facilitating social activities with/for home care clients.
 - Provide transportation for medical appointments, community errands and social activities when necessary for identified homecare clients.

WORKING CONDITIONS

Physical Demands

Seventy-five percent of the incumbents' day is spent supporting residents in AOL and AOL's which involve lifting, assisting and helping residents with mobility, light housekeeping, cooking and bathing; all of which can be physically demanding.

Environmental Conditions

The incumbent spends 75% of their day in client's homes where incumbent may be exposed to unsanitary conditions, pets, cigarettes smoke and loud noises which may make the incumbent sick (allergies).

The incumbent is exposed to all weather conditions ranging from minus fifty to plus thirty degrees Celsius when driving to and from client's homes. The constant change in temperature from office to vehicle to homes increases their risk to illnesses. As a result of living in an isolated, northern community, the incumbent may be required to travel on small planes and on ice or winter roads when traveling to or from the community.

The incumbent spends 25% of the day on administrative duties within the office.

Sensory Demands

Seventy-five percent of the incumbents day is spent providing direct patient care where the incumbent is required to use the combined senses of touch, sight, smell and hearing during assessment and provision of care in an uncontrolled setting (i.e. client's home).

Working within the client home may be extremely distracting and mentally fatiguing (i.e. background distractions such as loud music and other family distractors, etc.). The remainder of the day is spent on administrative duties within an office setting where the incumbent may be required to focus on a computer terminal and interact with other health care personnel as charting is done.

Mental Demands

The HSW has the opportunity to develop relationships with the clients of the Homecare program. The HSW is expected to remain calm. Controlled and professional, regardless of the situation and demonstrate compassionate care to the client, family and other members of the health care team. The HSW is required to support a peaceful and dignified death of those residents that may cause significant emotional stress.

There is uncertainty in knowing what to expect while at work, especially in uncontrolled settings (i.e. home visits). There is legitimate concern about verbal or physical assault and unknown and unpredictable situations (i.e. patients or family members under the influence of alcohol, demanding and confrontational family members).

There is possibility that due to the location of this position, in a small community, the HSW may be approached by community members after working hours which may lead to disruption of the incumbent's personal life. Within the health care setting there can be significant lack of control over the work pace, with frequent interruptions that may lead to mental fatigue or stress. The HSW is required to be motivated and innovative in the area of continuing education and practice to encourage the professional growth of self and others.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and an ability to apply first aid and CPR in order to preserve life and promote healing;
- Knowledge of and an ability to provide basic 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;
- Ability to apply bandages, dressings and splints;
- Ability to use personal care assistance equipment (including but not limited to Hoyer Lift, Commode Tub, etc.);
- Ability to speak, read, and write English (this includes an ability to follow verbal and written instruction from health care personnel and able to interpret health information accurately);
- Ability to speak, and understand the local aboriginal language;

- Essential to have a Class 5 driver's license for transporting self and clients in the line of duty;
- Demonstrate a healthy lifestyle;
- Have an appreciation of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times;
- An ability to control strong emotions such as anger, frustration, fear and/or stress;
- An ability to alter normal procedures or ways of working to fit a specific situation in order to get the job done;
- An ability to break down problems into simple lists of tasks or activities;
- An ability to demonstrate objective and active listening and behave in a helpful and responsive manner (this includes being able to seek out the facts and pertinent information before drawing conclusions);
- An ability to follow through on client inquiries and requests. This includes keeping the client up to date on their health status;
- An ability to participate in groups willingly and support team decisions (i.e. is a "good team player").

Typically, the above qualifications would be attained by:

The successful completion of a Personal Support Worker program or equivalent and 6 months experience in Home support.

ADDITIONAL REQUIREMENTS

NTHSSA-Dehcho Region Requirements:

HSW's must have the following and remain current with the following training and certification: Personal Support Worker certificate or equivalent from an educational institute as approved by NTHSSA;

- Successful WHMIS training
- Pharmacology in-service (in order to deliver medications and understand drug reactions)
- Current CPR/First Aid
- Maintaining a valid class five driver's license.

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: South Slavey

☐ Required

☒ Preferred