



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Relief Resident Care Aide	
Position Number	Community	Division/Region
87-15343	Norman Wells	Continuing Care Services/Sahtu

## PURPOSE OF THE POSITION

The Relief Resident Care Aide provides personalized care for residents of the Norman Wells Long Term Care Facility by promoting independence; providing assistance and support for functional challenges with activities of daily living (AOL) and ensuring that respect for cultural diversity and personal choice is maintained within the home environment. Care needs are met by adhering to the Northwest Territory Continuing Care Standards; the "Vision", "Mission", "Values" and policies of the Northwest Territories Health and Social Services Authority, and the philosophy and principles of Supportive Pathways.

## 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 Tłıchǫ 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 development al activities, delivered by more than 1,400 health and social services staff.

While the Tłıchǫ 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.

Relief Resident Care Aides (RCA) provide 24-hour culturally sensitive care to residents of the 18 bed LTC facility. During every shift there is a minimum of one Registered Nurse (RN) and one RCA on duty to provide that care. The incumbent reports directly to the Nursing Clinical Care Coordinator and is under the direct supervision of an RN Team Leader at all times. The RCA role is required to work a rotation of shifts: days, evening and nights where by an RN will take a lead role in the provision of care and the incumbent will report to the RN during these shifts. The incumbent is one of 12 Relief Resident Care Aides, (RCA); and 5 Relief Personal Support Workers. The RCA will maintain hygiene, ensure safety and comfort, facilitate physical activity, promote wellness, and encourage independence and mental well-being of the residents in a respectful and compassionate manner.

Residents within the Norman Wells Long Term Care Facility are individuals requiring support for Activities of Daily Living (AOL's), instrumental Activities of Daily Living (IADL's), for complex physical, cognitive/mental health challenges with associated behaviors and who require 24 hour care and supervision. The residents' medical outcomes must be stable and predictable. Residents within the facility are visited a minimum of once every three months or more frequently as required by a locum physician.

The RCA is a member of the resident care team who provides direct personalized care to residents who have common well-defined nursing diagnoses. The aim of this position is to work in creating a home environment that honors and respects the diversity of each individual including but not limited to needs, desires and challenges; to focus on promoting resident independence and choice, and to value ones individual participation in ongoing education and knowledge that accomplishes this aim. The RCA will act as an advocate for the resident and will facilitate communication between the patient, family, the care Team and other health care professionals. This will result in a holistic and integrated approach to planning, organizing, teaching, and relationship development that will best meet the "person centered" needs of the resident.

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

## **RESPONSIBILITIES**

- 1. Provide individualized care to residents of the LTC facility in accordance with the policies, standards and objectives of the NTHSSA and the principles and philosophy of Supportive Pathways to ensure the continued health, safety, comfort and independence of residents.**

- 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, blood glucose monitoring, etc.) and report the findings to the RN as appropriate.
- Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart all treatments provided.
- Deliver the documented plan of care as identified by the nursing team leader within the parameters of the RCA job description. (i.e. including but not limited to providing a defined exercise routine as prescribed by a Physiotherapist or Occupational Therapist, or applying a non-prescription, acceptable topical cream on bed sores based on the direction from the RN and that is part of the documented plan of care).
- Participate in the development of a nursing care plan by providing information on present abilities and/or changes in a resident's needs including but not limited to physical, behavioral, functional, emotional, nutritional that occur.
- Provide an environment of trust and respect for privacy, open communication and an awareness of the fact that the staff member is entering into the home of the resident and that the individual should be guaranteed the respect and courtesy that accompanies this.
- Assist residents to achieve their optimum level of health in a situation of normal health, illness, injury, or through the end of life.
- Advocate for the dignity and self-respect of residents.
- Promote the autonomy of residents and help them to express their health needs and values to obtain appropriate information and services.
- Safeguard the trust of residents, family members and significant others 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. Support the continued health and well-being of all residents by ensuring that the residents have timely and "person focused" access to AOL'S and IADL's with little to no restrictions. Care needs are based on individual preference and choice wherever and whenever is possible.**

- Assist residents with all activities of daily living as based on need (i.e. including but not limited to mobility, eating, dressing, washing, socialization, etc.),
- Promote dignity, comfort and respect for the resident's cultural and personal beliefs. Collaborate with all RNs and RCA's within the Home to ensure an integrated holistic approach in the provision of daily living needs.
- Report any damage or problems with equipment, tools or structures within the facility so that the RN Team Leader can arrange for corrective action in a timely manner.
- Assist with filing of all forms on charts or individual binders.
- Monitor stock levels (medical and non-medical) and notify the NCCC when levels are getting low so that supplies can be ordered as required.
- Prepare written shift reports on ADL or occurrences about residents. Ensure that adequate/appropriate forms are available in charts.
- Participate in the collection of individual statistics when required.

3. **As a member of the Residents' care team the incumbent will actively contribute to the mental, spiritual, psychological and social well-being of residents.**
  - Encourage residents to participate in planned social and recreational activities.
  - Aid in the implementation of activities for all residents, either individually or as a group.
  - Provide residents with social interaction on a daily basis and an environment where they have encouragement and the resources available to maintain independence and autonomy within their home.
4. **Advocate for 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 and staff.
  - Assist in the orientation of new staff. Is respectful of client confidentiality.
  - Participate in research, special projects, staff meetings, annual interdisciplinary team, and family meetings to plan, implement and evaluate residents' identified needs.
  - Follow direction and teaching about Accreditation standards and ROPs under the direction of the NCCC and RN Team leader.

### **Workplace Health and Safety**

- 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 activities of daily living which will involve lifting, assisting and helping residents with mobility.

### **Environmental Conditions**

For entire shifts the incumbent will have moderate levels of exposure to communicable diseases (i.e. TB), body fluid and hazardous materials (sharps, toxic cleaning and sterilizing solutions).

Although the majority of the facility is non-smoking there is a designated smoking area for residents. Incumbent will be exposed to smoke when helping residents in and out of the designated area.

### **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 residents within the LTC facility.

### **Mental Demands**

Residents within the LTC facility are long term patients where the facility is the resident's home. As a result, the RCA has the opportunity to develop relationships with the resident and the residents' family. The RCA is required to support a peaceful and dignified death of the residents.

The incumbent will often be required to deal with family members who can be demanding and confrontational. As the community is small and the RCA's are known throughout the community these interactions may occur outside of working hours.

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

- Knowledge of and an ability to apply standard 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. 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; required to assess patient vital statistics and condition (i.e. thermometer, stethoscope, blood pressure apparatus, Blood Glucose Monitor, scissors, simple suction equipment, stretchers, etc.).
- An ability to speak, read and write English (this includes an ability to follow verbal and written instruction from nursing, medical and dental personnel and interpret health information accurately - following the Medical Interpreter's Guide).
- 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.

**Typically, the above qualifications would be attained by:**

The completion of a Personal Support Worker or Resident Care Aide certification program or equivalent education and experience.

**ADDITIONAL REQUIREMENTS**

**NTHSSA-Sahtu Regional Requirements**

Within the Sahtu Region, the Relief Resident Care Aide must be able to acquire within reasonable time frame and remain current with the following training and certifications:

- Personal Support Worker Certificate or Continuing Care Certificate program
- St. John Ambulance Healthy Aging Course,
- Back Care,
- Standard First Aid,
- CPR,
- Pharmacology in-service (in order to deliver medications), and
- Fire training
- Supportive Pathways Training
- WHMIS
- Universal /standard precautions
- Hand washing in-service
- Elders in Motion Training
- Mental Health First Aide

**Position Security**

- ☐ 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

**Indigenous language:** South Slavey

- ☐ Required
- ☒ Preferred