



**Position Description:
Personal Support Worker
(PSW)**

Position Summary:

The Personal Support Worker (PSW) is responsible for providing assistance with all activities of daily living, as well as providing end-of-life care to residents, and their families.

Essential Duties include the following: (other duties may be assigned).

1. **Resident Care:** In collaboration with Registered staff, the PSW will provide direct care to the resident according to the wishes of the resident in the following areas: bathing, oral hygiene, hair washing, peri-care, continence care, fingernail and toenail care for the non-diabetic resident, colostomy and catheter care, topical creams and ointments according to pharmacy instructions. Provide care of body after death.
2. **Housekeeping:** The PSW is responsible to ensure all residents rooms are tidy and high touch surfaces are disinfected daily. Waste container is emptied daily. House laundry is maintained and stocked (family will be responsible to do residents personal laundry). All residential garbage must be emptied at the end of each shift.
3. **Meals:** The PSW will prepare, deliver, set up and feed the residents as required. Volunteers may be available to assist with meal preparation and delivery, but PSW is ultimately responsible. Monitor and report any difficulties in chewing and swallowing to Registered staff (NP/RN/RPN) and follow all instructions as per the Care Plan. Encourage and assist resident in his/her eating and recognizing any likes and dislikes. Provide oral care, denture care after eating and as required. Provide nutritional supplements as requested by Registered staff.
4. **Mobility:** The PSW will assist the resident requiring help to move from one area to another according to the determined safe method identified for that resident. Transferring directions will be provided in the Care Plan. Mechanical lifts must be used when the need has been identified by the team in the Care Plan. The PSW is responsible for getting instructed if they are not aware of how to safely use the mechanical lift. Notify the Registered staff in charge or the Director of Care of any unsafe areas or equipment. Assist with ambulation and range of motions or other exercises as requested. Apply splints and release as directed. Apply protective dressings.
5. **Emotional support:** Due to the special nature of Hospice work, it is expected that the PSW will seek out opportunities to spend time with the residents when no care is required, to provide the opportunity for the resident and their family members to tell their stories and share their journeys. Provide emotional support to resident and family as appropriate.



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6. **Team:** Actively participate in providing feedback and information during report and/or team meetings.
7. **Volunteer support:** The PSW provides guidance and support to Hospice Volunteers. They will assess the appropriate degree to which the volunteer is involved in the residents' non-medical care. The primary responsibility of the PSW remains resident care, but will include team leadership with a number of different volunteers. This role will be carried out sensitively and in a spirit of full cooperation.

Qualifications:

To perform this job successfully, an individual must be able to perform essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education:

- PSW certificate from a recognized college program.
- Palliative Care experience, either community, hospital, or nursing home.
- Palliative Care Certificate an asset.
- Computer literate.

Skills:

Excellent communication and interpersonal skills. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to provide written correspondence and charting. Ability to effectively present information in one-on-one and small group situations.

Need to have multifaceted and time management skills accompanied by flexibility. Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in a standardized fashion to uphold high quality of care.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job the employee is regularly required to stand, walk, reach with hands and arms, stoop, kneel, or crouch, push or pull. The employee must regularly lift and/or move up to 25 pounds.