

Title: **JOB DESCRIPTION**

**BEHAVIOURAL SUPPORT WORKER – PERSONAL SUPPORT WORKER**

Department/s: **Nursing**

Approved By: **Senior Management Committee**

Date Approved:

Date Revised:

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POSITION SUMMARY

The Behavioural Support Worker – Personal Support Worker (PSW) is part of an interdisciplinary team and is responsible for providing resident care to a group of residents under the direction of the RN and RPN. The Behavioural Support Worker – Personal Support Worker (PSW) is expected to participate in the Behavioural Supports Ontario model, enhancing services for Ontarians with behaviours associated with complex and challenging mental health, dementia or other neurological conditions wherever they live. These responsibilities shall be carried out in accordance with Fairhaven's mission, vision, values and leadership philosophy, policies and procedures, collective agreements and applicable legislation and regulations.

The Behavioural Support Worker – Personal Support Worker (PSW) is responsible for providing this care in a safe and competent manner within her scope of practice. The Behavioural Support Worker – Personal Support Worker (PSW) is required to utilize the transfer logo system and the resident ADL cards in the delivery of care. The Behavioural Support Worker – Personal Support Worker (PSW) demonstrates competence at the current level of knowledge of his or her practice, seeks help and guidance when unable to perform competently, refrains from practicing beyond his or her competence and is accountable for his or her own actions and will promote and support a high quality of care for the residents while respecting their identified needs and preference. As a valued member of Fairhaven's team, the Behavioural Support Worker – Personal Support Worker (PSW) will demonstrate a commitment to resident and staff safety in accordance with Fairhaven's policies and governing bodies.

RESPONSIBILITIES

In accordance with the established policies of Fairhaven, the Behavioural Support Worker – Personal Support Worker (PSW) will:

1. Participates in conducting behavioural assessments
2. Implements and documents specific behavioural interventions
3. Monitors and evaluates care as provided
4. Coaches other direct care staff in long term care home as necessary
5. Supports the Behavioural Support Ontario leads
6. Updates and monitors behaviours tracking forms/whiteboards
7. Implements care plan recommendations
8. Develops "A Day In The Life" snapshot with behavioural residents and families
9. Participates in care conferences for behavioural residents
10. Assists in the leading/supports BSO quality improvement initiatives
11. Assists in the leading education and knowledge transfer to all staff on preventative behaviour management
12. Observe the general appearance of resident, seek direction in determining usual emotional, social, behavioral and physical pattern, recognize obvious change in usual pattern
13. Communicate effectively as required for taking direction and performing job-related activities, both verbally and non-verbally.
14. Provides cognitive, social, emotional support:
  - Seeks direction in determining appropriateness of orientation or validation techniques
  - Implements orientation or validation plan for residents

- Encourages residents in decision making process as per care plan
  - Implements safety measures for the cognitively impaired resident
  - Recognizes and reports safety hazards
  - Implements simple measures to minimize aggressive behaviour as per care plan
  - Observes and respects residents' rights, dignity, and privacy
  - Develops supportive relationship with resident
  - Encourages independence and self-care
15. Implements Infection Control Measures:
    - Implements preventative infection control measures including hand washing appropriately
    - Implements universal precautions and isolation technique as determined by registered staff
  16. Implements emergency measures:
    - Identifies and acts appropriately in emergency situations e.g. fire
    - Performs basic first aid measures
    - Performs obstructed airway maneuvers i.e. Heimlich
    - Reports and removes potential fire hazards
    - Uses fire alarms and fire extinguishers appropriately
  17. Maintains a positive and harmonious relationship with all members of the Fairhaven community.
  18. Participates in Fairhaven's WHMIS program.
  19. Participates in Fairhaven's Health and Safety program.
  20. Participates in in-service education as required
  21. Implements preventative infection control measures
  22. Ensures that all activities are carried out in a manner to reduce risk of injury to resident and staff.
  23. Participate in Fairhaven's Quality Services program.
  24. Participates in other work-related duties as outlined by his/her manager.

#### ENVIRONMENTAL FACTORS

- Exposure to plants, perfumes, cleaning agents, dust, etc.
- Conflict management
- Unpredictable resident behaviour
- Exposure to communicable diseases
- Emotional impact of dealing with residents with deteriorating conditions
- Frequent non-routine job demands.

#### REPORTING RELATIONSHIP

- Works in collaboration with the Behavioural Support Team and within established reporting structures.

#### QUALIFICATIONS

- Graduate of an approved Personal Support Worker program (by the Ministry of Training, Colleges and Universities)
- A completed Police Record Check, including vulnerable sector screening, which is not older than 3 months.
- Prior experience with clients in long term care and the community.
- Current First Aid and CPR certification
- Training, or the ability to obtain training in, P.I.E.C.E.S., Gentle Persuasive Approach, U-First!, Montessori, etc
- Canadian certificate in Dementia Care considered an asset
- Two (2) years experience in long –term care with clients e.g. day programs or residents in a long-term care home setting
- Experience with quality improvement processes considered an asset

**COMPETENCIES****Knowledge**

- Demonstrated knowledge and skill working with individuals with various types of dementia, delirium, mental health, addictions, other neurological conditions, and those who experience an acute behavioural change
- Enhanced knowledge of family and caregiver needs who can best be served by a behavioural support system
- Demonstrated familiarity with the Long-Term care Act and Regulations and, more specifically, policies and procedures related to Abuse Free Environment, Restraints and Code of Conduct and Prevention of Violence in the Workplace
- Training/ Knowledge of GPA, U-First!, or willingness to receive training
- Familiarity with RAI documentation

**Person-Centred Care Delivery**

- Demonstrated client-centred focused care
- Understanding of caregiver needs
- Protection of individual's rights and advocacy role for the resident/client
- Sound understanding of and commitment to, the principles of the Behavioural Supports Ontario (BSO) project and the Action Plan for the LHIN
- Commitment to the establishment of therapeutic relationships with residents and families

**Personal Care Skills**

- Ability to implement best practice in dementia, delirium, mental health issues and their effect on persons, families and caregivers, based on scope of practice
- Demonstrated skill in contributing to assessment of dementia, cognitive impairment and delirium, mental health, addictions and physical assessment skills and the techniques of behavioural approach and evaluation
- Demonstrated trouble-shooting and problem-solving approach relative to the situation within the scope of practice

**Field-Based Quality Improvement**

- Commitment to quality improvement and change initiatives
- Committed to a process of continuous improvement concerning the PSW role
- Knowledge of, and commitment to, knowledge exchange as a means of continuous quality improvement, education and capacity building in the individual, team, organization, and system
- Demonstrated commitment to seeking and sharing practice-based experiences in two-way exchange

**Change Management Skills**

- Demonstrated enthusiasm, flexibility and ability to cope with change
- Commitment to change management
- Leadership, Facilitation Coaching and Mentoring
- Ability to coach and mentor team members
- Ability to facilitate and take advantage of teachable moments during the provision of care

**Cultural Values and Diversity**

- Recognize the consumer, their culture and diversity
- Recognize one's own (personal) perspectives and how they interrelate /impact the consumer
- Demonstrated cross-cultural awareness- the values and beliefs that impact on behavior

#### Prevention and Self-Management

- Demonstrated effectiveness working with minimal supervision with proven reliability and trustworthiness
- Ability to follow written and verbal instructions
- Ability to meet physical and safety conditions

#### Compassion Fatigue and Adaptability

- Ability to adapt positively and productively to changes in the work environment
- Ability to identify indicators of compassion fatigue and plan effectively for mitigation
- Utilize an appropriate problem solving approach relative to the situation within their scope of practice

#### Collaboration and Communication

- Demonstrated effectiveness as a team member through collaboration, respect and effective communication skills in interacting with clients, family members and other members of inter-professional care teams, including community and primary care team members

#### Technology Skills

- Demonstrated basic computer skills including ability to use electronic communication devices

#### Professional and Work Ethics

- Demonstrated professional work ethic and behaviours in interaction with internal and external contacts
- Proven good attendance record, organizing and prioritizing work effectively, emergency management effectiveness