

## **JOB DESCRIPTION**

### **Section 1 - Tombstone Data**

09-OG-03

Position Number:  
Position Title: Home Support Worker  
Incumbent: Vacant  
Supervisor's Title: Home Support Supervisor  
Supervisor's Position Number: 15-084  
Department: Health and Social Services  
Branch/Unit: Continuing Care Branch  
Location: Whitehorse, Yukon  
Date: July 20, 2004  
Medical Clearance Required yes  
Security Clearance Required yes

**Every action and decision performed by this position is founded on respect for the clients, for the promotion of their dignity, individual freedom, choice and lifestyle, and meaningful quality living.**

### **Section 2 - General Summary**

Under the direction of the Home Support Supervisor, or the Regional Social Worker, provides home support services to individual clients of Yukon Home Care Program to promote optimum level of functioning in the skills/activities of daily living and quality of life of clients.

### **Section 3 - Organizational Structure**

Describe, in narrative form, the place of this position in the organisation, including peers (those positions reporting to the same supervisor as the topic position), subordinates, and supervisor's supervisor.

This position is one of 14 indeterminate and 30 auxiliary Home Support Worker positions. This position either reports to the Home Support Supervisor who reports to the Manager of Community Care or a Regional Social Worker who reports to the Director, Regional Services. Clinical direction comes from the physiotherapist, occupational therapist, social worker, and home care nurse.

### **Section 4 - Principal Duties and Responsibilities (limit to 10 Duty Statements)**

- Provides personal care and assistance with activities of daily living such as bathing, dressing, toileting, shopping, meal preparation and facilitating community access and socialization;

- Maintains awareness of client's abilities, diet, diagnosis, personal leisure interests and special needs; (e.g. Oxygen therapy, code status, medications in emergencies) by orientation/discussion with the supervisor or client care coordinator and by reading the health care records prior to implementing treatment/programs;
- Performs delegated tasks and treatments under the direction of a therapist or nurse, such as therapeutic exercises, application of eye drops or topical ointments, oral suctioning, administration of oxygen and gastrostomy tube feedings;
- Documents in client health record (or regional services file) and communicates changes in client status and/or progress to the interdisciplinary care team, and participates in development of individualized client care plans;
- Performs regular safety monitoring, basic maintenance and cleaning of client and treatment equipment and reports concerns to supervisor or client care coordinator;
- Provides relief to the primary caregiver by caring for client while the caregiver is out of the home;
- Provides light housekeeping duties to maintain a safe and sanitary environment such as cleaning bathroom, vacuuming and washing floors;
- Participates in the ongoing development of the Yukon Home Care Program to assist in the delivery of efficient and effective home care services by attending meetings and participating in program development activities.

**Section 5 – Contacts**

Describe, in narrative form, the working relationships inherent to the success of the job.

This position is part of an interdisciplinary team serving each client and communicates, supports and cooperates in the daily implementation and development of the clients care plan. This team includes Registered Nurses, Physiotherapists, Occupational Therapists, Social Workers, Home Support Supervisors, clients, family and other community supports/caregivers.

Contact with other Home Support Workers to participate in team meetings or care conferences, and to teach/learn client specific duties/tasks.

**Section 6 - Problem-Solving**

List three examples of problems, issues, or complexities most typically encountered in the job AND describe the actions this job takes to resolve each problem listed.

1. Position must respond to client issues, such as a client refusing care or treatments. (Example: A client receiving services for exercise program and meal preparation may state that they refuse to do either. The home support worker must respect that they are a guest in the client home and respect the client's ultimate right to refuse and live at risk. The risk may be one that the person gets further medical complications as a result. While understanding this, the home support worker would continue to encourage and/or persuade clients receiving services to participate in activities of daily living and support them emotionally, and as well to build a rapport of trust to support client compliance with care.)

2. Position must provide care in an isolated, community environment to individuals with complex medical conditions, substance abuse issues, high levels of anxiety, depression and emotional distress, difficult and emotional family interactions, and inadequate living conditions. (Example: The home support worker enters a home where the client has been left in a room incontinent for many hours, with intoxicated family members in the other room. The family may be belligerent to the employee. The home support worker must make a judgement decision to ensure their own personal safety, as well as the safety of the clients by acting appropriately. This may include getting help and assistance from the office, leaving the home, or providing care to the resident if the situation is deemed safe. )
3. Position is working alone in the community and may encounter or be witness to drastic changes in client health status, injuries (i.e. falls) or the death of a client. Appropriate reaction in these situations requires good independent judgement and decision-making. (Example: The home support worker arrives at a client home and finds client collapsed on floor. They must evaluate the situation and determine the appropriate response, i.e. activating EMS. They must follow through with specific direction-based on-code status, intervention orders and direction of EMS. Follow-up on these incidents involves RCMP reports, incidents reports, debriefing with other staff in the office and maintaining appropriate confidentiality with other clients and community members.

### **Section 7 - Specific Accountabilities**

1. Describe final decisions regularly made for which the incumbent is held accountable.
  - prioritize the order in which they carry out their duties within the client's home;
  - observe, report and document client responses to prescribed treatment and care; communicate progress and concerns to supervisor or client care coordinator;
  - in emergency situations, decision to activate EMS and initiate emergency procedures
2. What are the expected end results of this position, i.e. what are the impacts of performing the Principal Duties and Responsibilities?
  - The clients' optimum level of functioning in their physical skills/activities of daily living and quality of life are met while promoting the goals of the team and philosophy of home care.

### **Section 8 - Budget**

N/A

## **Section 9 - Working Environment**

Describe in narrative form the position's working environment, which can be generally favorable or include exposure to undesirable conditions.

### 1. Physical Effort

- Required to walk/stand (up to 40% of the day). Lift/transfer/assist clients – partial body weight 0-50kgs (on average of 8 - 12 times a day, approx 10%), sitting and driving (up to 20% of the day), bending and reaching (up to 30% of the day). There is potential for physical injury with these efforts.

### 2. Physical Hazards

- Incumbent may be exposed to allergens, dust and other agents while providing personal care in the client's home.
- Incumbent may be exposed to combative behavior from clients/family who are confused or agitated.
- There is exposure to infectious diseases and viruses when providing client care.
- Driving, especially in adverse weather and road conditions, is a potential hazard of accident or injury.
- Dirty, cramped, cluttered and unsafe living circumstances is a potential hazard.
  
- For all these potential hazards, there are procedures in place to prevent their likelihood.

### 3. Discomfort

- The temperature within the client homes is often maintained higher than average room temperature
- There is some exposure to animals and to second-hand smoke from clients in their homes
- There is potential of exposure to emotional, and/or dissatisfied clients.

**Section 10 - Signatures**

The above information on this description has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p><b>Supervisor:</b> I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p> <p>Supervisor: _____</p> <p>Date: _____</p>	<p><b>Incumbent</b> (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p> <p>Incumbent: _____</p> <p>Date: _____</p>
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<p><b>Director of Human Resources:</b> (Comments)</p> <p>Supervisor: _____</p> <p>Date: _____</p>	<p><b>Deputy Minister:</b> I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.</p> <p>Deputy Minister: _____ (or delegate)</p> <p>Date: _____</p>
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