

## POSITION DESCRIPTION

### **PART I - IDENTIFYING DATA**

09-OG-04

Position No:

Working Title: **Home Care Nurse**

Department: **Health & Social Services**

Incumbent:

Branch/Unit: **Social Services**

Supervisor's Name: **Sharon Specht**

Location: **Whitehorse**

Title: **Home Care Nurse Supervisor**

Date Position Description Completed: **June 19, 2001**

Position No: **15-094**

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### **PART II**

#### **SUMMARY**

Reporting to the Home Care Coordinator, the incumbent is responsible for coordinating care and providing clinical nursing for Home Care clients requiring nursing services, participating in the management and ongoing development of the Program, and performing other duties.

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#### **A. Duties and Responsibilities**

1. **Major function** (The single most important activity or responsibility.)

The incumbent is responsible for coordinating care for Home Care clients requiring nursing services and for providing clinical nursing to clients of the Yukon Home Care Program to promote, restore and maintain health, to prevent injury and suffering, and to provide palliative care for the dying by:

- a) conducting the initial intake by meeting with the potential client, determining program eligibility;
- b) serving as primary care coordinator for clients whose needs are primarily nursing;
- c) developing a therapeutic relationship;
- d) assessing clients' physical health, self-care deficits and strengths, psychosocial status, and the client/family/supports coping ability;
- e) developing and implementing a goal-focused plan of care specific to the needs of the client in consultation and with the agreement of the client;
- f) determining which services are appropriate for the client; acting as a liaison between client and the health/social care system in advocating for resources that would benefit clients; making referrals and sharing information with Home Care staff and/or appropriate community resources;
- g) performing nursing interventions such as wound management, cardio-respiratory management, medication management, pain and other symptom management and related tasks;
- h) teaching client/family/supports how to perform nursing procedures in order to engage in self-care/provide care and how to manage emergency situations;
- i) encouraging the client to make changes to healthier lifestyles through counseling, education, and support;
- j) researching information as it relates to practice with clients, evaluating the currency and validity of the information, and integrating it into the care plan if appropriate;
- k) monitoring, evaluating and reassessing the client's progress with the care plan; revising the plan of care to keep it current;
- l) organizing and facilitating case conferences; documenting and following up on the outcomes;
- m) completing written client assessments, care plans, and progress notes in an accurate and timely manner;
- n) initiating and arranging discharge from the Home Care program, with input from the client.

Approximate percentage of time major function is performed: 80%

2. **Other principal activities:**

Participates in the management and development of the Yukon Home Care Program to assist in the delivery of efficient and effective home care services by:

- a) participating in program development activities with the Home Care team which include issue/need identification, strategic planning, quality improvement/risk management and the development of policies and procedures.
- b) completing workload measurements, time records and other personnel forms in an accurate and timely manner; participating in the peer evaluation process;
- c) assisting with the maintenance of a clean, safe and orderly Nurses' Supply Room and Equipment Storage Room;
- d) initiating, planning, and giving inservices to Home Care team members; engaging in continuing education and seeking opportunities to enhance clinical skills;
- e) providing clinical guidance to Home Support Workers, in the areas of nursing and personal care duties (ie. routine foot care).

Approximate percentage of time other principal activities are performed: 15%

3. **Performs other duties such as:**

- participating in community health promotion activities such as providing foot care at the seniors' Foot Clinic;
- constructing a display and presenting information regarding the Yukon Home Care Program at community events such as health fairs;
- representing the Yukon Home Care Program on Branch and inter-agency committees such as the workplace Occupational Health and Safety Committee or the Whitehorse General Hospital Medical Care Team as delegated by the Home Care Coordinator;
- assisting with the coordination of inter-agency workshops on topics relevant to Home Care nursing;

Approximate percentage of job time for other duties is: 5%

4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the **full working level** of the position?

six months

B. **Problem-solving and decision-making**

1. a) List any Acts, regulations, policies and procedures, guidelines, or manuals with which the incumbent must be **fully familiar** order

to perform the position's functions:

- Yukon Home Care Program's Vision, Mission, Policies, and Procedures;
- Canadian Nurses Association's Code of Ethics;
- Standards of Practice for Nurses in the Yukon;
- Scope of Practice for Nurses in the Yukon;
- Continuing Care Resource Guide;
- Home Care Reference Library: Procedures;
- Wound Care manual;
- Medical Care of the Dying, Hospice Victoria Society;
- Transportation of Dangerous Goods: infectious substances
- Access to Information and Protection of Privacy Act (1997): relevant sections

b) Is the position responsible for interpreting, administering, or enforcing any of the above?

The incumbent is responsible for:

- ensuring that they are practising in accordance with the Canadian Nurses Association's Code of Ethics, Standards of Practice for Nurses in the Yukon, Scope of Practice for Nurses in the Yukon;
- interpreting nursing procedures, using clinical judgement in their application to client situations, and making modifications where appropriate to do so;
- interpreting, administering and enforcing the policies and procedures of the Yukon Home Care Program in interactions with clients and colleagues.

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

The incumbent regularly makes recommendations to:

- i. the client and family regarding options for services, a plan of care that would be beneficial, solutions to problems, options for healthy lifestyle choices, educational information, where to get more information, what to tell the physician regarding their symptoms, what questions to ask the doctor to get more information, how to use treatments that have been prescribed by the physician, etc.;
- ii. physicians, other Home Care Team professionals and other Health and Social Services professionals regarding a course of action that would best meet the individual needs of the client;
- iii. the Home Support Supervisor regarding a suitable match between a client and Home Support Worker (HSW), the scheduling of HSW services to enable a good working relationship, and the type and amount of services required;
- iv. the Home Care Nurse Supervisor regarding the clients that require services;
- v. the Home Care Co-ordinator regarding additional program resources (material and human) such as more auxiliary nurses, reference materials, equipment, etc.; regarding new policies and changes to existing policies, professional development activities and ideas for ongoing program improvement.

b) Who normally makes the final decisions with respect to those recommendations?

See B. 2. a).

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.

- Clinical nursing decision and care management decisions with clients, including assessment, care plans, service implementation and modification, discharge from the program and referrals to other disciplines.

b) What is the direct impact of those decisions?

The decisions of the incumbent affect:

- recovery rate, independent functioning, quality of life, health, safety and well being of the client;
- the credibility of and confidence of the general public in the Yukon Home Care Program;
- the accessibility, effectiveness and efficiency of Home Care service provision;
- interdisciplinary working relationships and the success or failure of client care team functioning;
- the employer from a legal liability point of view i.e. poor decisions could result in legal action against the employer.

C. **Freedom to Act**

1. Describe the way in which this position receives direction:

- The incumbent receives general direction from his/her supervisor regarding the mandate, mission, policies and procedures of the program and duties of the position;
- The incumbent works independently and collaboratively with the client and other health care providers regarding care co-ordination and service provision issues.

2. What legislation, regulations, procedures or established practices guide, constrain, or limit the activities of this position?

See B. 1. a) plus:

- Individual client choice and right to self-determination set the parameters for what the incumbent may or may not do for a client.

3. How is the work of the position normally checked or evaluated?

- Annual and ongoing performance evaluation by supervisor, including a self appraisal process and personal performance goals;
- A peer review process and feedback from other Home Care team members;
- Ongoing client feedback, periodic client satisfaction surveys, client file audits and other quality assurance activities.

4. What types of decisions are normally referred to the supervisor? (Give examples)

Decisions usually referred to the supervisor are those that have implications for the Program, the Branch and the Department such as:

- budgetary expenditures;
- approval of leave requests and alternate work arrangements;
- policy and procedure changes;
- publicity and interactions with the media;
- client service issues that may have political repercussions;
- participation on committees and boards on behalf of the program, outside of the program;
- decisions regarding client issues that are outside of normal program operations.

D. **Financial Accountability**

1. Program dimensions:

- a) Annual budget (for unit under the direct control of the position): N/A

Who prepares the budget? Co-ordinator, Yukon Home Care Program

What is this position's accountability for budget once allocated? N/A

b) Does position have authority/ability to reallocate resources? N/A

c) Signing authority levels:

- may be granted delegated signing authority for LPOs (\$500), travel authorisation (\$1000), time records for auxiliary nurses, and section 29

2. Other expenditures or revenues influenced by this position and how.

The incumbent influences:

- expenditures of other programs within Health and Social Services with effective and efficient management of resources, equipment and supplies;

#### E. Management/Supervision of Human Resources

1. No supervisory duties. – may on occasion, provide job shadowing opportunities for students.

2. Supervisory duties:

a) Number of positions supervised directly:

Permanent

Aux/Casual

Number of positions supervised indirectly:

permanent

aux/casual

b) Nature of supervision:

a) Show colleagues how to do tasks e.g. specific wound care procedures

b) train other employees in work procedures e.g. orientation of new staff

c) assign work and review for quality/quantity:

d) establish work priorities and schedules

e) change duties and responsibilities

f) participate with supervisor in employees' performance evaluation

g) recommend appointment or rejection upon completion of probationary period

h) interview employees with attendance or performance problems

i) act as first formal step in the grievance procedure

j) interview candidates for vacant positions in the unit

k) give opinion to supervisor on selection of new employees

l) other:

#### F. Key Personal Contacts

Who

Home Care Coordinator

Home Care Nurse Supervisor

Purpose

receives direction, collaboration and advice re: daily client and program issues; information exchange

Frequency

Administrative Staff	to receive messages, to delegate work such as opening and closing client files, typing letters, etc.	daily
Home Support Supervisor	to coordinate Home Support Services	daily
Home Support Workers	to delegate and teach specific care tasks, monitor involvement with specific clients, debrief, exchange information	daily
clients/family/supports	establish a therapeutic relationship, provide nursing and care co-ordination services; teach, counsel, etc.	daily
Home Care Social Workers, Therapists, Nurses; physicians and other health professionals such as hospital nursing staff, specialists in southern medical centres	to make or accept referrals for service, consult, debrief; collaborate re: client issues; engage in professional development activities; co-ordinate services to create a synergistic team in service to the client; to exchange information; to discuss problems/concerns/challenges and engage in problem solving; to be a resource on behalf of the client re: the client's circumstances;	daily
other programs and support/community groups such as Hospice Yukon, Adult Day Program, Adult Services Unit, Mental Health Services,	to make referrals, exchange information, discuss options;	daily
Health Services clerks, Non-insured Benefits; private insurance companies	to obtain approval for client supplies and equipment	weekly
medical equipment suppliers; WGH Stores; local pharmacies	to obtain supplies and equipment for clients	weekly

G. **Tools, Equipment, or Machinery Used**

<b><u>Name</u></b>	<b><u>Purpose</u></b>	<b><u>% of the time?</u></b>
specialized tools and equipment such as weigh scale, blood pressure cuff, stethoscope, blood glucose monitor, oximeter, hemoglobinometer, otoscope, thermometer, Doppler,	to obtain objective information about client health status	daily
CADD-PCA pump enteral feeding pumps	subcutaneous infusion of medication gastrostomy tube feedings	as needed by the client
vacutainer system, swabs for culture,	to collect specimens for	as needed

microscope slides, etc	laboratory analysis	
nursing supplies and instruments such as dressing supplies, forceps, scissors, needles, syringes, catheterization supplies, bed pan, basins, personal care supplies,	to provide nursing care to clients	as needed by the client
Hoyer or Medi-man lift, commode, walker	to assist clients in mobilizing	as needed by the client
office telephone, computer, printer, fax machine, cellular phone, photocopier	to facilitate communication	daily
motor vehicle	to travel to and from clients' place of residence	daily

H. **Working Conditions**

Describe any adverse conditions that are normal and expected in the job.

a) Describe **weights lifted**:

<u>Type</u>	<u>How Heavy</u>	<u>% of the time?</u>
bags and boxes of nursing and client care supplies	10-40lbs	15%
lifting/turning/assisting client with transfers to/from chair/bed	100-500 lbs.(partial body weight)	1%
wheelchairs, commodes, oxygen concentrators, etc.	20-50 lbs.	1%

b) What **working conditions** (sitting, standing, bending, reaching) or types of **physical effort** (hiking, walking, driving) are required?

<u>Type</u>	<u>% of the time?</u>
sitting in the office, in client homes, while driving	50%
walking/climbing stairs/getting in and out of vehicle/standing	30%
bending/lifting/carrying supplies; bending and kneeling to do dressings	20%

c) Describe any **physical hazards** present:

<u>Type</u>	<u>% of the time?</u>
Driving; driving in adverse conditions due to weather conditions;	5%
Personal injury due to icy and otherwise poorly maintained walkways and stairs;	5%
Personal harm due to combative behaviour from confused clients, protective dogs, abusive family or visitors in the client's home, unsafe buildings, travelling alone to isolated homes	2%

Exposure to infectious agents in the treatment of clients with infections, the handling and disposing of materials soiled with body wastes such as needles and dressings, and the transportation of specimens for lab analysis. 10%

exposure to harmful chemicals used in cleaning Home Care supplies and equipment; possible burn from autoclave 10%

d) Describe special **physical conditions leading to discomfort:**

<u>Type</u>	<u>% of the time?</u>
travelling in adverse weather conditions	5%
client environment: dirty homes, exposure to pets and cigarette smoke, cramped and cluttered workspaces, unsafe dwellings, circumstances such as drunk or angry family or visitors	10%

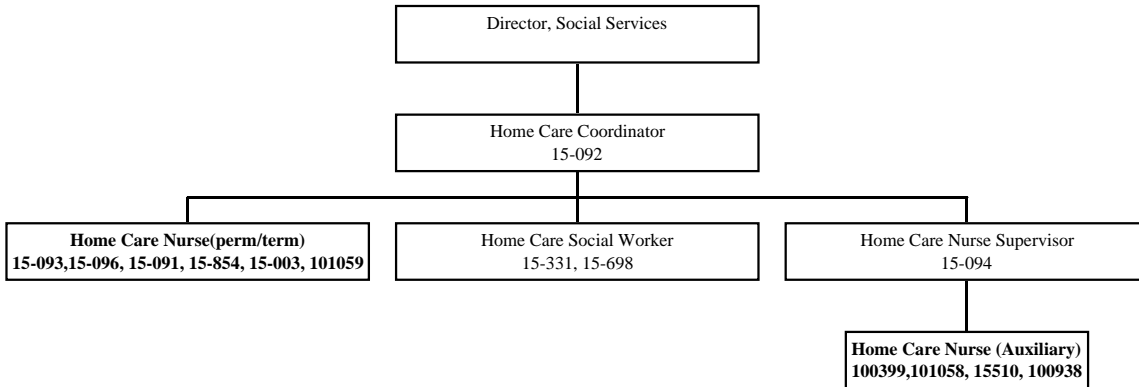
e) **Interpersonal Condition** Check any of the following conditions which are normal and expected in the job and give examples.

- high level of emotional clients (Clients are often angry due to unwelcome health and/or lifestyle changes. Family members may be angry, grieving emotionally stressed from caregiving and unsatisfied with the services available. Incumbent required to work through these emotions to establish a working relationship.)
- high level of dissatisfied clients
- potential physical abuse from clients (from clients with dementia or under the influence of substances, from family or visitors in the client home, from family members who are unsatisfied with services provided)
- regular critical deadlines
- high level of irregular critical deadlines
- constant interruptions (telephone; colleagues wanting to report, consult or debrief; clients needing attention unexpectedly, physicians making requests)
- instructions from more than one source (physicians, Program Co-ordinator)
- other:

f) **Travel Required**

- a) average number of trips: 1-6 trips per day in Whitehorse and the surrounding area
- b) average time per trip: 20 – 30 min on average (round trip)
- c) average distance per trip: 1-150 km per day
- d) most frequent mode of transportation: by personal or government vehicle (car)

I. Organisational Chart



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PART II - Signatures

1. Supervisor:  
I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.

\_\_\_\_\_  
Immediate Supervisor or Branch Head

Date: \_\_\_\_\_

2. Incumbent (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.

\_\_\_\_\_  
Incumbent's Signature

Date: \_\_\_\_\_

### PART III - Qualifications

A. **Knowledge and Skills Required:**

- Knowledge of community nursing theory and health promotion practices
- Knowledge and experience in physical health and family assessments
- Broad knowledge of and experience with medical conditions and related medical and nursing interventions;
- Excellent communication skills
- Excellent organizational skills
- Excellent interpersonal skills
- Knowledge and experience with case management
- Knowledge and experience with teaching adults
- Ability to read and understand relevant research material
- Knowledge of group processes and experience working in multidisciplinary teams
- Ability to work collaboratively with other community resources
- Ability to deal with complex health and social issues encountered in client situations
- Ability to work independently, as well as within an interdisciplinary team
- Experience working with people of diverse cultures, ages and abilities

B. **Licences, certificates and conditions of employment:**

(Give title and section of any legislation, regulations, or other authority where applicable).

- Valid Yukon class 5 driver's license,
- Valid registration with Yukon Registered Nurses Association (Registered Nurses Profession Act, 1992)
- current CPR certification, level C;
- Transportation of Dangerous Goods certificate within 6 months of hire.
- Security Check
- Pre-employment medical exam and TB testing

C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.

- Experience working in paediatrics, mental health, alcohol and drug abuse services, or rehabilitation nursing;
- Knowledge and experience with foot care and chronic wound management;
- Knowledge of Yukon and southern resources;
- Public speaking skills;
- Knowledge and experience in gerontological nursing
- Knowledge and experience in palliative care

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Director of Human Resources: Comments:

Branch Director: I approve this position description as being representative of the work I require to be performed and that the work I require to be performed and that the responsibility levels identified have been delegated to this position.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

Date: \_\_\_\_\_