



## **Hospice Care Ottawa**

### **Personal Support Worker (PSW)**

### **Part Time and Casual positions**

*Hospice Care Ottawa is a community-based charitable organization providing high quality end-of-life care for terminally ill people living in Ottawa. Services aim to provide patients and their loved ones with an experience in palliative and end-of-life care which is supportive and peaceful, surrounded by caring that reflects as closely as possible to a comfortable home environment. Our programs include day hospice, home support, family services and hospice residence care. Hospice Care Ottawa relies on and values the contribution of nearly 1000 volunteers who contribute to every aspect of our programs. Hospice Care Ottawa is looking for people to work in a supportive integrative environment who are committed to providing the highest quality palliative care and end-of-life care.*

#### **General Description:**

A staff personal support worker position within a community based hospice residence. Anticipated start date as soon as possible. Part time and casual positions available. Hospice Care Ottawa works on a schedule of 8-hour shifts. Must have some availability for nights and/or weekend shifts.

Based on staffing needs, this position may be required to provide coverage at either the May Court Hospice site (114 Cameron Avenue, Ottawa) or the Ruddy-Shenkman Hospice site (110 McCurdy Drive, Kanata).

#### **Key Responsibilities**

Plans, coordinates, delivers and supports a team to provide day to day end-of-life palliative care for the residents in the Hospice and to their families and/or significant others.

#### **Reporting relationship:**

1. Reports to the Team Leader(s) and/or the Manager of Care
2. Works with members of the care team – Under the direction and supervision of the Team Leader(s), including volunteers, provides end-of-life palliative care to the residents in the Hospice, and provides support to their families and/or significant others.

#### **Qualifications & Background:**

1. Current Personal Support Worker Certificate/Diploma
2. A strong sense of dedication to the mission, vision and values of Hospice Care Ottawa
3. Knowledge and experience in Hospice Palliative Care
4. Excellent communication Skills
5. Leadership Skills
6. Understands Ethics as they relate to Hospice Palliative Care
7. Ability to work as part of a team
8. Ability to work with Volunteer members of the team
9. Ability to give and take direction
10. Physically able to assist both bedridden and disabled patients
11. Current CPR
12. Bilingualism an asset

## **Key Performance Indicators:**

1. Quantitative and measurable results expected
2. Qualitative results to be achieved contributing to the success of the incumbent.
  - Provides guidance and direction to Residence Volunteers as necessary
  - Ensures that personal care to patients is carried out appropriately
  - Provides emotional support to residents and families/significant others as appropriate. Refers family members to the Family Support Program as necessary
  - Maintains records through appropriate charting, ensuring confidentiality
  - Reports routinely to the Team Lead/Manager of Care
  - Carries out the appropriate procedures when a residents dies
  - Carries out duties and responsibilities as designated by the Team Leads in his/her absence.
  - Participates in daily Resident Team meetings (Rounds).
  - Mentors new staff
  - Participates in Student mentorship as required
  - Participates in education opportunities (providing and receiving)
  - Participates in annual Hospice Health and Safety Update(s) and Skills Week
  - Participates regularly in Residence team meetings
  - Participates on committees as required
  - Participates in Hospice activities (i.e. Hike, Volunteer appreciation)

## **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed in this job. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of this role. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

*We are an equal opportunity employer welcoming applications from individuals with diverse backgrounds. We offer a competitive salary and benefit package.*

Interested applicants should apply in writing to Judy Cobus, Manager of Care. Please forward your resume to [judy.cobus@hospicecareottawa.ca](mailto:judy.cobus@hospicecareottawa.ca)

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