



Hospice Care Ottawa

Personal Support Workers (PSW)

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 residents 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. The HCO programs include day hospice, home support, family services and residential hospice services. Hospice Care Ottawa relies on and values the contribution of over 900 volunteers who contribute to every aspect of our programs. Hospice Care Ottawa is looking for people to work in a supportive integrated environment who are committed to providing the highest quality palliative and end-of-life care.

General Description:

A staff **Personal Support Worker (PSW)** position within a community based hospice residence. Anticipated start date as soon as possible. Casual staff are expected to work a minimum of two (2) shifts per month, and have some availability including nights and/or weekends. Hospice Care Ottawa works on a schedule of 8-hour 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 their families and/or significant others

Reporting relationship:

1. Reports to the Team Leader(s) and/or the Manager of Care.
2. Supervises - Under the direction and supervision of the Team Leader(s), the care team, 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. A strong sense of dedication to the mission, vision and values of Hospice Care Ottawa
2. Knowledge and experience in Hospice Palliative Care
3. Excellent communication skills
4. Leadership skills
5. Understands Ethics as they relate to Hospice Palliative Care
6. Ability to work as part of a team
7. Ability to give and take direction
8. Physically able to assist bedridden and disabled patients
9. Current CPR



10. 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
 - Administers treatments to residents as prescribed
 - 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).
 - Liaises with physicians as necessary
 - Liaises with Pharmacies as necessary
 - 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. Accommodations can be made if requested throughout the selection process.

To Apply:

Interested applicants should apply in writing to Catherine Campbell, HR Coordinator. Please forward your resume and cover letter to catherine.campbell@hospicecareottawa.ca

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