



## **Hospice Care Ottawa**

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

*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, free of pain, surrounded by caring that reflects as closely as possible to a comfortable home environment. HCO programs include day hospice, home support, family services and residential hospice services. The HCO relies on and values the contribution of over 750 volunteers who contribute to every aspect of our programs. HCO staff and volunteers are committed to providing the highest quality palliative care.*

#### **General Description:**

A staff PSW position within a community based residential hospice.

#### **Key Responsibilities**

Under the direction and supervision of the R.N./Charge Nurse, and in conjunction with other members of the care team including volunteers, provides palliative end-of-life client care to residents and their families and/or significant others and ensures a safe environment for them.

#### **Reporting relationship:**

Reports to the Team Leader.

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

1. Personal Support Worker Certificate/Diploma
2. Current Standard First Aid Certificate
3. A strong sense of dedication to the mission, goals and objectives of Hospice Care Ottawa
4. Knowledge and experience in palliative care is a strong asset
5. Ability to work as part of a team
6. Ability to work with Volunteer members of the team
7. Excellent oral and written communication, interpersonal and organization skills
8. Willingness to receive direction
9. Physically able to assist both bedridden and disabled patients
10. Current CPR an asset
11. Bilingualism an asset
12. Willingness to work shift work
13. Current Criminal Background Check will be requested

#### **Work Conditions and Physical Capabilities:**

Attention to detail; Lift and carry using appropriate lifting techniques; Bend, push, pull, grip, reach, kneel, crouch using good body mechanics; Walk, sit, stand, climb stairs; Hand movements

**Key Performance Indicators:**

- Primary responsibility for personal care, working in conjunction with RN, RPN, and volunteers. Personal care includes but is not limited to daily bathing (includes daily shave for men and hair care, combing, and shampooing as necessary), changing (includes clean nightgowns and pajamas daily), toileting, mouth care, repositioning and straightening bed linens and clothing)
- Provides guidance and direction to volunteers assisting the PSW with personal care, in keeping with the *Volunteer Guidelines for Physical Care*
- Prepares small meals and snacks for residents as required
- Immediately reports changes in residents condition to the nurse in charge
- Carries out duties and responsibilities as designated by the Charge Nurse
- In conjunction with other team members, mentors new staff and volunteers
- As part of a team responsibility, answers phones and call bells as possible.
- Manages work in a timely and efficient manner
- Treats patients, families/significant others, members of the care team with respect and dignity
- Adheres to HR policies and procedures
- Seeks to solve conflicts in a direct and respectful manner
- Willingness to participate in ongoing training initiatives
- Willingness to participate in Hospice activities e.g., Shine a Light, Hike for Hospice, Volunteer Appreciation.

**Position Type:**

Casual

**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. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

**Please Submit Resume to:**

Lisa Sullivan, Executive Director  
[Lisa.sullivan@hospicecareottawa.ca](mailto:Lisa.sullivan@hospicecareottawa.ca)

Hospice Care Ottawa  
114 Cameron Ave  
Ottawa, Ontario, K1S 0X1  
Fax: 613-260-5510