



NIAGARA INA GRAFTON GAGE VILLAGE
SUPPORTIVE HOUSING SERVICES MANUAL

SECTION: Organization	NUMBER: SH-02-04-01
SUBJECT: Position Description - Personal Support Worker, Assisted Living Services	PAGE 1 OF 3
DATE OF ORIGIN: May 2001	REVISED: January 2019

1.0 POSITION TITLE

Personal Support Worker, Assisted Living Services

2.0 RESPONSIBLE TO

Manager, Assisted Living Services

3.0 POSITION SUMMARY

Under the supervision of the Manager, Assisted Living Services, to assist clients of the Assisted Living Program with the activities of daily living. The level of necessary support will vary with each client. These duties and responsibilities will be conducted in accordance with the policies and procedures of Niagara Ina Grafton Gage Village, always respecting the rights and dignity of the clients.

4.0 ESSENTIAL DUTIES AND RESPONSIBILITIES

Reporting to the Manager, Assisted Living Services with assigned schedules of client service, the Personal Support Worker shall:

- .1 assist the clients, as scheduled, with the activities of personal hygiene such as bathing, grooming, toileting, feeding, and dressing;
- .2 under the supervision of a community professional, and as determined by the Manager, Assisted Living Services, perform non-intrusive medical procedures as directed and trained for an individual client;
- .3 assist clients in meal preparation and clean up;
- .4 maintain tidiness in the clients' homes and complete housekeeping duties as assigned;
- .5 transport clients to and from meals and/or activities;
- .6 transfer clients using approved techniques, which may include the use of mechanical lifts;
- .7 accompany clients, as approved by the Manager, Assisted Living Services on outings in the community (shopping, appointments, and walks);
- .8 carry a walkie-talkie, and respond to clients' calls;

REVIEWED: _____

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- .9 record service provided to clients;
- .10 report changes in clients’ conditions (using the Client Information/Concern/Issue form) to the Manager, Assisted Living or designate;
- .11 share responsibility for the care of the facility equipment and personal belongings of the clients;
- .12 encourage clients’ participation/involvement and independence in activities that foster the clients’ self worth;
- .13 adhere to all policies and procedures pertaining to the operation of the Assisted Living Program in regard to:
 - a) infection control;
 - b) health and safety;
 - c) personnel practices;
 - d) internal and external emergencies;
 - e) clients’ rights; and
 - f) confidentiality.
- .14 work in a safe manner by:
 - a) promptly reporting accidents/illnesses;
 - b) seeking out first aid when appropriate;
 - c) cooperating in health care treatment;
 - d) cooperating in all aspects of the modified work program; and
 - e) reporting all unsafe or unhealthy conditions.
- .15 participate in staff meetings, committees, and in-service education designated by the Manager, Assisted Living Services;
- .16 interact tactfully and courteously with all people associated with NIGGV;
- .17 read all documentation in the Communication Binder and in the “I Read It and I Get It” Binder at the beginning and end of each shift; and
- .18 perform additional duties as assigned.

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5.0 ENVIRONMENTAL FACTORS

- .1 Exposure to pets, plants, perfumes, cleaning agents, dust, etc.
- .2 Unpredictable resident behaviour.
- .3 Exposure to communicable diseases.
- .4 Emotional impact in dealing with residents with deteriorating health.

6.0 PHYSICAL DEMANDS

- .1 Constant (67-100% of shift): standing; walking.
- .2 Frequent (34-66% of shift): resident lifting; pushing; pulling; neck motion; back motion; elbow motion; shoulder motion; gripping; twisting; bending; stooping; forward reaching.
- .3 Occasional (0-33% of shift): inanimate lifting (to 50 pounds); carrying; wrist motion; crouching; reaching above/below shoulder; reaching backward.

7.0 QUALIFICATIONS REQUIRED

- .1 Possess a provincially recognized Personal Support Worker Certificate.
- .2 Read, write, and understand to follow/carry out instructions in English independently.
- .3 Demonstrate excellent interpersonal skills.
- .4 Able to physically perform the duties and responsibilities assigned.

8.0 QUALIFICATIONS DESIRED

To have previous experience working with the elderly.