



Personal Support Worker

Job Title: Personal Support Worker

Reports to: Executive Director

POSITION SUMMARY

The Personal Support Worker (PSW) provides compassionate, resident-centered care to individuals receiving hospice palliative care at Jessica's House Hospice (JHH). Working as part of an interdisciplinary team and under the direction of registered staff, the PSW supports residents and their families by providing direct personal care, comfort measures and emotional support while promoting dignity, autonomy and quality of life.

POSITION TYPE

The role of PSW may be a full time, part time, casual, temporary or permanent position and is employed by JHH, the operating company. The position is in Exeter, ON.

RESPONSIBILITIES

- Provide direct personal care and comfort measures to residents in accordance with the established care plan and hospice philosophy of care.
- Assist residents with activities of daily living including personal hygiene, bathing, dressing, toileting, mobility, positioning and feeding.
- Promote resident independence, comfort and quality of life wherever possible.
- Observe residents' physical, emotional and psychosocial status and report changes to registered staff promptly.
- Collect and communicate relevant information through observation and interaction with residents and families.
- Monitor residents and their families for needs related to comfort, coping, support and report findings to team members as required.
- Provide emotional support and compassionate presence to residents and families throughout the end-of-life journey.
- Support families in participating in care when appropriate and desired.
- Confer with residents and families regarding satisfaction with care and communicate concerns to the team.
- Work collaboratively with the interdisciplinary team including nurses, physicians, volunteers and other professionals.
- Partner with hospice volunteers to ensure residents' personal and comfort needs are met.
- Participate in team communication and care discussions as appropriate.
- Advocate for residents and families by promoting their rights to autonomy, dignity, respect, privacy and informed decision-making.



Personal Support Worker

- Provide culturally sensitive and person-centered care.
- Document care provided accurately and in a timely manner in accordance with JHH policies and professional standards.
- Maintain a safe, clean and supportive environment for residents, families, staff and volunteers.
- Follow all infection prevention, health and safety and organizational policies and procedures.

QUALIFICATIONS

- PSW Certificate of completion from a recognized accredited post-secondary institution.
- Current registration with the Health and Supportive Care Providers Oversight Authority (HSCPOA) is required.
- Minimum of two years' experience working with individuals and their families in end-of-life or palliative care preferred.
- Completion of Fundamentals of Hospice Palliative Care and Palliative Care Education for Personal Support Workers (PACE) considered an asset.
- Current Basic Cardiac Life Support certification.
- Current Safe Food Handling certification considered an asset.
- Demonstrated problem solving, critical thinking, decision making, communication and conflict resolution skills.
- Demonstrated ability to work effectively within an interdisciplinary team in a respectful manner.
- Compassionate approach to supporting residents and families at end of life.
- Effective time management, organization and flexibility.
- Ability to manage emotionally sensitive and complex situations.
- Ability to meet the physical demands of the essential duties of the position.
- Commitment to ongoing professional development.
- Ability to maintain privacy and confidentiality at all times.
- Demonstrated reliability and ability to maintain regular and consistent attendance.
- Experience in electronic medical records (EMR) and clinical documentation systems, such as InfoAnywhere.
- Proficiency in Microsoft 365 or similar electronic documentation systems.

UPDATES/REVISIONS

Revision Number	Revision Date	Description of Change	Change Approved By
01	February 2024	Initial Policy	Executive Director
02	March 2026	Reviewed & Revised	Executive Director