



# Personal Support Workers, Mobile Response Team, Behavioural Support Services

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## Full Time

**Work Location: Belleville / Hastings, Prince Edward County region**

**\$22.37 - \$23.36**

**Reference#: 22-619A**

The Personal Support Worker (PSW) is part of an interdisciplinary team providing direct care, intervention, and support to older adults living in a long-term care home (LTCH); transitioning into or between healthcare and/or long-term care settings within the geographical boundaries of the South East Local Health Integration Network (SELHIN). Clients include those who are demonstrating responsive behaviours associated with the various types of dementia, delirium, mental health, addictions, or other neurological conditions. The PSW provides assistance with personal care and activities of daily living for program clients. Working in collaboration with the MRT Registered Nurse and Registered Practical Nurse, the PSW will enhance the quality of life for clients by participating in the assessment of responsive behaviours; providing direct care and support; identifying triggers and successful strategies for responsive behaviours assisting and modelling of these strategies in collaboration with LTCH staff. The PSWs work is conducted in a manner that is consistent with the Mission, Vision and Values of Providence Care Centre.

## Role Responsibilities

- Provides person centred care to client and assists with activities of daily living, as directed by the team RN or the RPN or in collaboration with LTCH staff.
- Direct care responsibilities may include but are not limited to: personal hygiene; fluid and nutrition intake and monitoring; reporting observed responses to pain-management regimen; bowel and bladder care; exercise; positioning and ambulation and ensuring the safety and comfort needs of assigned clients.
- Works collaboratively with other Behavioural Support Services operated by Providence Care Seniors Mental Health Outreach Team and Psychogeriatric Resource Consultant; and/or the Royal Ottawa Outreach in LLG, and other key partners
- Acts as a liaison and client advocate among those involved in the client's care, including team members, family, caregivers, medical, and other healthcare providers
- Develops therapeutic relationships with clients, families and care providers using a Person-Centred approach
- Accepts direction from the team RN or RPN regarding priority setting, collaborative care plans, and scheduling of client visits. Collaboratively works with RN/RPN offering suggestions for development of the client care plans, with special emphasis on strategies falling within duties to manage responsive behaviours
- Uses the agreed upon strategies to address responsive behaviours and reports to the other team members when strategies are effective or the responsive behaviour continues
- Models the effective interventions and strategies for the LTCH staff using peer to peer mentoring



- Attends and participates in the Collaborative Care Plan meetings in Long Term Care Homes, hospitals, or client's residence.
- In collaboration with RN/RPN evaluates care outcomes and ensures care provided is accurately documented.
- Documents care activity according to organization standards and reports observational data using specified tools(i.e. DOS ,POT,PTM) initiated by RN/RPN
- Maintains strict confidentiality in all client matters according to Providence Care's and the LTC Home's policies and procedures
- Works in compliance with the Health & Safety Act and its regulations in performing duties in a safe manner and follows all health and safety policies, procedures and legislation. Uses or wears the Personal Protective Equipment as set out by Providence Care and LTCH policies and procedures
- Reports any contravention of the act or the regulations, or any hazard of which he/she knows of to his/her immediate supervisor or a management representative
- Participates in staff meetings, education and/or training for health and safety as required by Providence Care

### **Required Qualifications and Experience:**

- Certification as a Personal Support Worker as per the requirements of the Long-Term Care Homes Act and Regulations
- Prior experience with older clients in long-term care settings or other health-care settings– minimum two years preferred
- Experience with quality-improvement processes an asset
- Satisfactory criminal-record and vulnerable-sector screens
- Ability to work effectively with others on an inter-professional care team
- Strong oral and written communication skills
- Bilingual (English and French) preferred

Located in Kingston, Providence Care is Southeastern Ontario's leading provider of aging, mental health and rehabilitative care. Continuing the legacy of our Founders, the Sisters of Providence of St. Vincent de Paul, Providence Care provides care and services at Providence Care Hospital, Providence Transitional Care Centre, Providence Manor Long-Term Care home and community locations across Southeastern Ontario.

Providence Care is Fully-affiliated with Queen's University and St. Lawrence College; Providence Care is a centre for health care, education and research, and a member of the Council of Academic Hospitals of Ontario.

**To apply** for this position please email your Covering Letter and Resume quoting reference number in subject line to [work@providencecare.ca](mailto:work@providencecare.ca)

To learn more about Providence Care and other opportunities please visit:  
<https://www.providencecare.ca/careers-volunteering/>

We are committed to inclusive and accessible employment practices – Please notify the above if you require an accommodation to fully participate in the hiring process or require recruitment documents in French.