



POSITION DESCRIPTION

Position: PCA-Personal Care Attendant
Reports to: Clinical Care Lead
Renumeration: Hourly Rate

Who we are:

Lionel Kelland Hospice is the first community based residential hospice in Newfoundland and Labrador providing end-of-life care to residents and their families with care, respect, and dignity.

Our values are the fundamental principles that guide the work of Lionel Kelland Hospice, and they apply not only to its residents and their families, but also to our staff, physicians, and volunteers. These are our values that we cherish the most in our workplace: care, respect, dignity, diversity, flexibility, integrity, teamwork, good citizenship, and personal accountability.

We strive to create a workplace where employees are treated with respect and compassion. By working together in a positive environment, we can ensure that the final chapter of a person's story is dignified and peaceful.

Position Summary:

Under the direction of the Clinical Care Lead, in collaboration with the interdisciplinary members of the Hospice team, including physicians, volunteers, social worker, and other allied health professionals, the Personal Care Attendant (PCA) is responsible for providing personal care and support to all residents while ensuring a safe, clean and organized environment in accordance with the policies and procedures of Lionel Kelland Hospice. The expectations of this role include, but are not limited to, providing ongoing support to all residents while meeting their ever changing physical, emotional and spiritual needs, engaging in a therapeutic relationship with all residents and families while delivering the best possible care experience, as well as maintaining strict confidentiality of all resident information in accordance with the Personal Health Information Act (PHIA). As required, the Personal Care Attendant will provide support to the Registered Nurse (RN), Licensed Practical Nurse (LPN) and volunteers, as appropriate.

Duties and Responsibilities

1. General:

- Through consultation with the Care Team, residents, and residents loved ones, assist with the development, implementation and evaluation of resident care plans.
- Provides personal care that is within the provincial scope of practice for a Personal Care Attendant; which include but are not limited to: bathing, grooming, dressing/undressing, mouth care, hair care, feeding, skin care, toileting, bowel and bladder care, repositioning and range of motion exercises, basic wound care; etc.
- Actively engage in activities that promote physical, emotional, social and spiritual well-being.
- Performs specialized, resident specific procedures for which recognized training and current competencies can be demonstrated.
- Reports unusual events and/or changes to a resident's condition promptly to the RN and/or LPN.
- Refers significant care issues, questions and observations to the Clinical Care Lead.
- Contributes to interdisciplinary consultations and chart rounds when required.
- Assumes other duties as assigned.

2. Quality Assurance:

- Wash/fold laundry, changes bed linen and provides towels as needed.
- Stocks clean utility room with linen and other supplies as required.
- Cleans resident rooms and bathrooms as needed, including emptying garbage and/or recycling.
- Supports housekeeping with performing terminal room cleaning as needed.
- Prepares resident suites for new admissions.
- Ensures general tidiness of the children's playroom, Four Season Deck and nursing station i.e., emptying garbage/recycling as needed.
- Re-stocks all care supplies on a daily basis.
- Answers the phone as required and relay information as appropriate.
- Assists residents with meal and snack requests and feeding as required.
- Informs kitchen staff of residents' meal choices for the following day.
- Completes other tasks as required.

Qualifications:

- Graduation from high school or equivalency.
- Graduation from an accredited Personal Care Attendant program.
- Recent palliative care experience.
- Preference of recent work experience in a similar position or comparable life experience in which similar duties were completed.
- A clear understanding of a palliative approach and delivery of care in hospice.
- Excellent communication and interpersonal skills.

- Ability to work with residents and their loved ones living with and dying from advanced illness.
- Strong resident and family-centered focus.
- Strong organizational skills and ability to prioritize tasks.
- Ability to work collaboratively and as part of team.
- A clear understanding of ethics, especially related to hospice palliative care.
- Physical ability to assist nursing staff with resident repositioning and lifts.
- Physical ability to perform all duties of the position.
- Ability to work 12-hour day and night shifts as required.
- Experience in wound care is considered an asset.
- Palliative care education considered an asset.

Other Skills and Abilities:

- A strong sense of dedication to the mission, goals and objectives of Lionel Kelland Hospice.
- Proven ability to effectively communicate with all levels of clinical and non-clinical personnel with a warm, compassionate, and caring attitude and a commitment to teamwork.
- Exceptional interpersonal skills and communication skills and the ability to give and take direction.
- Ability to handle difficult situations in a caring, empathetic manner with good judgement.
- Strong coping skills, self-awareness and commitment to personal well-being.
- Positive attitude and a willingness to “go the extra mile” when delivering quality care and building positive community relations.
- Highly developed problem-solving and conflict management skills.
- Ability to work independently, as well as part of a team; able to perform and prioritize multiple functions and tasks.

Standards of Performance:

The Personal Care Attendant must demonstrate ongoing competency and a commitment to continuous quality improvement in completing all duties and responsibilities as detailed in this job description, in accordance with all Hospice policies and approved plans.