**JOB DESCRIPTION – PERSONAL SUPPORT WORKER  
PANDEMIC HIGHER RISK**

Mosaic understands the importance of providing care even during a pandemic. For this reason, we have put protocols in place in line with Ontario Public Health in an effort to reduce the spread of any virus. Personal Protective Equipment (PPE) is provided to all employees. Higher Risk pay for employees working during a pandemic and possible bonus is paid for select cases.

**COMPANY AND CANDIDATE PROFILE**

At Mosaic, we believe in the right of all persons to continue to grow as human beings, to continue to create, connect and have meaning irrespective. We believe in the importance of community and the creation of community connections across the private, public and not-for-profit sectors. We are leading the way to the development of person and age friendly communities that enable healthy aging and bring people together to achieve common social goals.

Mosaic Home Care & Community Resource Centres is recognized as a best practice leader in home care services and for the way it addresses human values and social and community interaction. It is a recipient of the Gold Medal of The European Society for Person Centered Healthcare for its Person Centered, Community Focused Model of Care. Providing you with the tools and training that you need to deliver Mosaic's higher standards of care is as important to us as it is to you. Training on our person centered care framework, "The Meaning of Me<sup>®</sup>", will also be provided.

Before contacting us, please take the time to find out more about our company, our services, our staff and our standards by visiting our website [www.mosaichomecare.com](http://www.mosaichomecare.com) and our community blog [www.janesgtacafe.ca](http://www.janesgtacafe.ca).

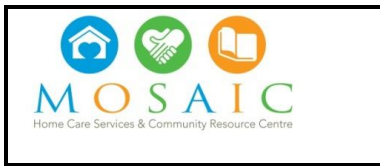
Candidates should be excited at the opportunity to champion these beliefs and to help support the continuing development of the community interface for our award winning person centered model of care.

The ideal candidate will express the following key attributes:

- Have an understanding and a commitment to concepts of personhood as an important aspect of human relationships outside of the typical care constructs that are usually defined by the lens of incapacity and other vulnerabilities.
- Demonstrate an ability and a passion for working and communicating with people of all ages, needs, cultures and backgrounds.
- Be an ethical person with a strong sense of self-awareness and a clear understanding of fundamental human rights.

**MAIN OBJECTIVE:**

A *Personal Support Worker (PSW)* is a non-medical care provider. A PSW is a caregiver who provides or assists with all activities of daily living (ADL) and is also involved in caring for the members/clients physical, social and emotional well-being promoting their development and independence. A PSW cares for the frail, elderly, children, people with disabilities and the chronically ill living at home, in the hospital or in long term care facilities. They may also provide help to members/clients requiring assistance after surgery (post-surgery care), provide respite for the primary caregivers and assist in cognitive stimulation activities for those with mental/cognitive illness.



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POSITION TITLE:	REPORTS TO	HOURLY SALARY RANGE
Personal Support Worker	Director of Operations	\$16.50 - \$22.75 <i>(premium pay rates may apply)</i>

**WORKING CONDITIONS:**

- Physical Demands – safely lift/transfer and move clients
- Environmental Conditions – potential infectious conditions, outbreaks/pandemic/diseases, poor ventilation, dirt/dust
  - Personal Protective Equipment (PPE) provided by Mosaic is to be worn and proper protocols followed during any outbreak/pandemic.
- Sensory Demands – may be exposed to sights and sounds associated with clients who are ill and injured; unpleasant odors, body fluids, soiled linens
- Mental Demands – stress from dealing with clients and family members, multiple demands, varying work schedule

**DUTIES AND RESPONSIBILITIES (but not limited to):**

- During a potential pandemic, daily pre-screening for possible virus symptoms may be required.
- Assisting with all activities of daily living, including eating and personal care but not limited to bathing, toileting, grooming and dressing.
- Transferring and lifting, full or partial, either manually or with the help of mechanical lifts, operating mobility devices in accordance to established guidelines for the safe and proper usage of such equipment.
- Recognizing and reporting any and all incidents/situation relating to changes in a client’s behavior/condition to the immediate supervisor in a timely manner.
- Maintaining an effective communication and professional relationship with clients, client’s family, co-workers and immediate supervisor.
- Record care services provided, Activities of Daily Living (ADL’s), Instrumental Activities of Daily Living (IADL’s) and other findings.
- Providing client with meaningful companionship and observation.
- Encourage and assist each client in all areas of their lives by providing the guidance, instruction and support required to gain competencies, independence and decision making skills.
- Assist with exercises, physiotherapy and other medical plans.
- Create a safe and calm environment while carrying out duties in the client’s home
- Perform all tasks in a manner that promotes health and safety and reduces the risk of hazard to self and others.
- Collaborate with all members of the client care team.
- Taking ownership and responsibility for your role as a team member.
- Accompanying to day programs, activities, appointments and walks as required.
- Assisting in household management and preparation of nutritious meals that accommodate specific dietary needs.
- Light housekeeping as required including laundry.
- Medication reminders
- Running errands-picking-up groceries, medicine prescription etc.
- Ensure confidentiality of client and company information.
- To conform to all policies and procedures outlined in the Employee Guide.
- Transportation (when applicable)
- Sundry duties as assigned

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**QUALIFICATIONS:**

- High school diploma or equivalent
- Personal Support Worker Certificate or equivalent
- Immunization record
- Medical clearance
- Negative Tuberculosis Check (TB - Mantoux Test)
- Police clearance; including the vulnerable sector screening clearance (up-to-date)
- Current CPR/First Aid Certification
- Reference checks (2-3 business references)
- Knowledge of and abilities in transferring and lifting
- Ability to communicate effectively, written and verbal, including interpersonal skills
- Ability to work independently and as a member of a team
- Listening skills
- Ability to practice a high level of confidentiality
- Ability to interact with member/family in a professional and respectful manner
- Demonstrate an understanding of the needs of our members with an acute or chronic health condition
- Second language an asset
- Driver's license and own vehicle an asset

**PRE-EMPLOYMENT REQUIREMENTS:**

- Additional Online Training provided by Systems 24/7:
  - MOSAIC's Health & Safety CORE Online Training, Level 1 & 2

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**MOSAIC’S STANDARDS OF EXCELLENCE®:**

Mosaic’s Standards of Excellence® are one of many ways to assure our clientele that we are providing only the highest quality of care. All Mosaic employees must meet the standards noted below, as a minimum; however ongoing training sessions are available and personal growth is encouraged.

- + Bondable
- + Code of ethics and conduct (*ability to abide by these codes*)
- + Confidentiality (*ability to practice a high level of privacy and confidentiality*)
- + Credentials (*validity verified, kept on file and maintained as needed*)
- + Belief in and adherence to the Principles of Person Centered Community Integrated Care
- + Health & Safety Core Training (*mandatory completion prior to work start*):
  - New employee orientation (*review of policies, procedures, guidelines*)
    - Including The Meaning of Me®
  - Fire Safety
  - Mosaic – Ergonomics
  - Mosaic – Preventing Violence and Harassment in the Workplace
  - Mosaic – Slips, Trips and Falls and Housekeeping
  - Mosaic – WHMIS (*workplace hazardous materials information system*)
  - Safety Basics ON
  - Mosaic – MOHLTC Mandatory Training (*to meet LTC staffing compliance rules and as outlined in the Long-Term Care Homes Act 2007 and Regulations 79/10*)
  - AODA – Accessibility for Ontarians with Disabilities Act
  
- + High school diploma or equivalent
- + Immunization record
- + Medical clearance
- + Tuberculosis test and clearance (*TB - Mantoux Test*)
- + Police clearance; including the vulnerable sector screening clearance (*up-to-date*)
- + Reference checks (*2-3 business references*)

**Note:** Mosaic’s Standards of Excellence® are comprised of a more extensive list; however only the Mosaic employee related standards are hereby defined to help our potential candidates and the community understand our minimum standards for adding exceptional employees to our team.