

ROLE DESCRIPTION: SUPPORTIVE CARE PARTNER

Role Title: Supportive Care Partner

Reports to (individual or department): The student's direct supervisor will be an appointed Personal Support Worker (PSW). The student will also report to the Charge Nurse.

Example schedule: 8:30AM – 12:30 PM, Monday to Friday

Overview of Role: What is the purpose of this role? Who is being supported? Why is it important to the organization?

The Supportive Care Partner will support the well-being and quality of life of selected residents living in the home. The student will work with Personal Support Workers to help residents live well and complete designated activities of daily living with comfort, safety, and dignity by mainly meeting their psycho-social needs and some physical needs if applicable.

Major Responsibilities: What are the specific responsibilities of this role? What will the student in this role do?

The Supportive Care Partner has the opportunity to get to know the residents they care for in meaningful ways while supporting their dignity and independence.

Responsibilities may include:

- working with Personal Support Workers to assist residents with designated personal care tasks, such as washing their face, brushing their teeth, or putting on their shoes (Note: the student will not be required or permitted to assist residents with other aspects of bathing, using the bathroom, or their base-layer of clothing)
- assisting residents in the dining room who need support with eating
- assisting residents with mobility, such as walking with an individual from the dining room to their bedroom (Note: the student will not be required or permitted to assist with transfers/lifts).

The Supportive Care Partner may be responsible for reporting or documenting physical and behavioural/expressive changes they notice in the residents they support. The Supportive Care Partner will be a source of emotional support for residents by engaging compassionately with residents through social activities and companionship.

Skills: This section summarizes qualities that would be valuable to this position and conducive to completing the responsibilities listed above.

The Supportive Care Partner must:

- be compassionate, friendly and have a positive attitude
- have excellent interpersonal communication skills as they will often interact with residents on an individual basis
- have adequate time-management and written communication skills
- must work well in an interdisciplinary, team-based environment, as well as independently

Requirements: What knowledge or experience is required to perform the responsibilities of this role?

The Supportive Care Partner is not required to have previous experience working with older adults or in a care environment. The student in this role will be expected to complete training to ensure they have a full understanding of person-centered care, the Ontario Long-Term Care Homes Act and Resident's Bill of Rights, as well as any required training to support individuals who need assistance with eating or mobility (such as standing up or walking).

NATURE AND SCOPE:

Contacts: Who are the internal/external contacts that the student in this role will interact with on a regular basis?

The Supportive Care Partner will interact with residents of the home, as well as members of care team including Personal Support Workers and nursing team members, on a daily basis. The student in this role will report directly to the Personal Support Worker they work closely with and will also be supervised by the Charge Nurse. The Supportive Care Partner will frequently interact with other interdisciplinary team members of the home, volunteers, as well as family and friends of residents, and other visitors.

Level of Responsibility: What type of guidance, direction and assistance does the student in this role require? What type of assistance, influence, control or leadership does the student in this role provide to others?

The Supportive Care Partner will assist and receive guidance from their direct supervisor, the Charge Nurse, and other members of the care team. However, the student in this role will be expected to engage with residents and complete some tasks independently. The Supportive Care Partner does not provide leadership to any other roles within the home.

Decision Making Authority: What problems may the student in this role be required to address?

The Supportive Care Partner may be required to use their judgement when engaging with residents and resolving problems that arise while assisting residents with designated activities of daily living. Extra support will be available to the student whenever needed.

Working Environment: What are the typical working conditions that the student in this role could be exposed to? (e.g. setting, exposure to physical/sensory/emotional demands)

The student will be working in a clean and pleasant working environment. They may be exposed to low physical demands related to assisting residents with mobility, such as partially supporting a resident to stand up from a seated position, or while walking with a resident who requires support with balance. The student may be required to porter residents using wheelchairs. They may be exposed to emotional disruptions due to witnessing the declining health of or grieving residents they have built connections with. In this event, extra support will be available to the student.