

**JOB TITLE:** Health Care Support Worker

**JOB SUMMARY:**

Under the direction of a Registered Nurse or another regulated healthcare professional, performs a variety of non-direct and/or non-clinical healthcare supports to clients, residents, families, and/or visitors in long term care, assisted living and home settings in accordance with the established care plan and safety requirements.

**EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

Participates as an integral member of a healthcare delivery team to provide a variety of non-direct and/or non-clinical healthcare supports to clients, residents, families and/or visitors to meet established needs.

Establishes rapport with clients, residents and families, and assists in promoting physical, emotional, cultural, social, and spiritual well-being. Observes clients and residents, and their environments, to identify and report unsafe conditions, behavioral and/or physical changes to designated supervisor.

Assists with mealtime activities; sets up, welcomes and transports clients or residents to dining areas, sets up and collects meal trays, assists with limited food preparation such as heating prepared food, making tea, coffee, toast, , etc. where clients or residents require support.

Provides assistance in carrying out activities; sets up supplies and equipment, assists with transporting clients or residents to designated areas, encourages participation in activities and provides support to clients or residents where required.

Performs housekeeping duties such as sweeping and mopping floors, vacuuming, dusting, washing dishes, and washing, drying, folding, and delivering laundry, where required.

Greets visitors and others in accordance with established safety, security and infection control procedures and guidelines; provides information and/or redirects to appropriate person or area, where required.

Checks and restocks supplies as required, including personal care, first aid, and housekeeping supplies and assists in taking inventory.

Completes and maintains related records electronically, or using documents such as inter-shift communication books, daily log sheets and progress reports related to non-direct and/or non-clinical healthcare activities.

Performs other related duties as assigned.

**QUALIFICATIONS:**

**Education, Training and Experience**

Grade 10, including successful completion of English 10 or equivalency.

**Skills and Abilities**

Ability to communicate effectively, both verbally and in writing.

Ability to deal with others effectively.

Ability to organize work.

Physical ability to carry out the duties of the position.

Ability to operate related equipment.