



**Position:** Personal Support Worker – Independent Living (Community)

**Status:** Permanent Part time

**Start Date:** ASAP

**About Us:**

Participation House, Markham is a non-profit organization and is a leader in enhancing the quality of life of individuals with disabilities through a continuum of services designed to reflect individualized approaches, community involvement and a respect for human dignity.

**Responsibilities (not a complete list)**

Administration:

- Follow all Participation House Markham (PHM) Policies and Procedures in a productive, safe and efficient manner.
- Adhere to the Home Care and Community Services Act, 1994, the Long-Term Care Act, 2007, and Participation House, Markham's Statement on the Rights for Persons with a Developmental Disability.
- Complete documentation of clients' profiles and employee communication accurately and timely in accordance with PHM protocol.
- Actively participate in staff meetings and share pertinent information (client or operational) with Management.
- Abide by Collective Agreement between Participation House and the Service Employees' International Union Local 2.

Client Services & Supports

- Always follow client and supervisory/management direction in providing support and services in a prompt, courteous and respectful manner ensuring the health and safety of the client, yourself, and co-workers.
- Assist with personal care as necessary including but not limited to hygiene (bathing and general cleanliness), dressing, grooming, cooking/meal preparation, feeding, light housework/cleaning, 2-person lifts and transfers, and light laundry.
- Provide assistance/support with other client requests if it falls within PHM health & safety guidelines and the PSW's ability and training to complete such requests (e.g., retrieving mail).
- Engage with the client in social interaction such as music, reading, creative endeavors, light stretching or light exercises (e.g., walk/stroll with the client around the house), if booking time permits.
- Treat clients with dignity, empathy, trust, respect, and professional understanding.
- Ensure adherence to client booking timelines and protocols per PHM requirements (e.g., extended bookings, late bookings, revisits to complete booking – see memo dated May 15, 2023). Bookings are not task based but rather time based.

Communication

- Complete a written report at the end of each shift relating to the health and well-being of the client in the Tenant Service Information Book.



- Complete a written report in the Staff Communication Book regarding anything relating to the shift that needs to be communicated to your co-workers.
- Read and initial the Staff Communication and Tenant Service Information Books at the beginning of each shift and be aware of any changes in procedures and treatments.
- Maintain the confidentiality of all information related to PHM, its Board of Directors, employees, and clients, not sharing information with anyone other than persons who have a right to know or are authorized to receive such information.
- Report any conflicts or concerns relating to the clients or co-workers to Management immediately upon knowledge of a said conflict or concern, including requests from clients who require the employee to participate in illegal and prohibited activities.

### **Shifts**

- Must be available to work any and all shifts (Days 7:00am-3:00pm, Evenings 3:00pm-11:00pm, Nights 11:00pm-7:00am)
- Must be available to work every other weekend.

### **Compensation and Benefits**

- Hourly Rate: \$24.18
- Vacation each Pay
- Pay in-lieu of benefits and pension

### **Qualifications**

- Personal Support Care Worker (PSW) Certificate, DSW certificate and/or a Diploma in a related field preferred
- Previous experience working with developmental and physically disabled persons.
- Previous experience as a Support Worker preferred.
- Must Have:
  - Valid First Aid and CPR Training.
  - Valid Crisis Prevention and Intervention Certificate.
  - Completed medical.
  - Covid-19 Vaccinations.
  - Food Handler Certificate.
  - Vulnerable Sector Check.
- Strong written and verbal communication.
- Able to work with minimal supervision.
- Always conduct oneself professionally.
- Maintains an overall attitude dedicated to excellent customer service.

Participation House Markham is an equal opportunity employer. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated throughout this process. Information related to accommodations measures will be dealt with confidentially.

**Send your resume to [careers@participationhouse.net](mailto:careers@participationhouse.net)**