One City Peterborough - Job Description
PERSONAL SUPPORT WORKER

Position title:	**Personal Support Worker**
Reports to:	Nurse Care Coordinator and CRF Manager
Compensation:	• Pay Scale - Team Lead/PSW Base Pay as per 2026 Pay Scale. Hourly wage: $23.15 • Not eligible for Health & Dental Benefits • Eligible for Group Pension/RRSP (Employer matches 3%) • Not eligible for Paid Time Off Days
Hours:	Relief, no guaranteed hours per week, shifts to be determined with CRF Manager. Daytime, evening, weekend, and overnight availability required.
Duration:	Permanent.
Details:	This posting is for an existing vacancy

One City Peterborough Mission and Values:

To journey together as a community that promotes housing, community safety, and social inclusion in the City of Peterborough by responding to immediate needs, breaking down barriers amongst us, and advocating for systemic change.

Belonging - We will work towards a community where everyone feels welcome.
Dignity - We believe that no one is disposable.
Courage - We will boldly embody a more just world.
Trust - We want to build healthy relationships with people in our community.
Love - Love is the lens through which we see and the motive from which we act.

Job Purpose/Summary:

The role of the PSW is to support and assist the residents at Community-Based Residential Facilities (CRFs) with activities of daily living, and to promote health and wellness. The Personal Support Worker will collaborate with the Nurse Care Coordinator and agency providers to deliver care to residents, including delegated acts. The Personal Support Worker will work within an established resident care plan as part of an interdisciplinary team.

Primary Duties and Responsibilities:

- Housing Support
  - Meal preparation and light housekeeping
  - Reporting any major house-related issues to the direct supervisor
  - Laundry as required
  - Routine Infection Prevention and Control activities

- Community Connections
  - Liaising with community partners, providing person-centered care for individuals at Haley House, and/or connecting with their supports from other organizations on an ongoing basis
  - Support residents with transitions out of Haley House into other forms of housing, and reintegration into society in general

- Health and Wellness
  - Work collaboratively with staff Nurse to enhance resident wellness. These tasks may include but are not limited to:
    - Observing and reporting new health concerns to Registered Healthcare Staff and following all health support protocols to address urgent matters
    - Abide by infection prevention standards, wearing appropriate PPE as required

        - Contacting emergency services as required, in accordance with policies
        - Adherence to the organization's health policies & procedures
        - Liaising with health professionals and agencies, as needed, in collaboration with Registered Healthcare Staff
        - Active participation in best practices for falls & pressure injury prevention
        - Accurate, timely documentation within the electronic health record and physical forms as required
        - Safeguarding dignity, privacy and confidentiality for all residents, in accordance with PHIPA and best practice guidelines
        - Collaborating within an interdisciplinary team to accomplish goals within a plan of care
        - Encouraging residents in their health goals and fostering a resident-focused outlook

- Activities of Daily Living
    - Provide assistance to residents with tasks including but not limited to:
        - Dressing, turning, and repositioning
        - Oral hygiene and feeding
        - Transfers, including sit-to-stand and mechanical lift transfers
        - Toileting, including incontinence care
        - Bathing, including sling baths
        - Vital signs and weights documentation
        - Mobility, enrichment, and falls prevention
        - Assisting with access and safe administration of prescribed medications, within the framework of the organization's policies and procedures.
        - Administering medication when appropriately delegated by registered healthcare staff
        - Accurate, timely care documentation in compliance with PHIPA and best practice guidelines
- Supervision
    - Support and assist Case Worker and Case Manager to enhance resident and community safety and security including, but not limited to:
        - Notifying Case Worker or Case Manager of any breach or suspected breach of parole conditions
        - Notifying Case Worker or Case Manager if a crime has been committed
    - When Case Workers are not present or available, provide the CRF-required duties including, but not limited to:
        - Provide direct supervision of residents of Haley House to ensure residents are following conditions placed on them by parole, the courts, and the rules of Haley House
        - Notifying parole office or the National Monitoring Centre for any breach or suspected breach of conditions
        - Notifying the police if any crime has been committed
        - Complete any forms as required, including a shift log and incident report
    - Screen incoming phone calls on evenings, nights, weekends and holidays for on call staff
    - Seek replacement staff in the event of a sick call or absence, escalating to the Case Manager or their delegate if no replacement can be found in a timely fashion

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Key Competencies:

- **Accountability**: Takes ownership of personal workload
- **Compassion:** Demonstrates compassion, diplomacy, discretion, sensitivity, and respect for others
- **Cooperation:** Works well with others and has the ability to mitigate conflict
- **Judgement:** Ability to use sound reasoning when faced with various issues. Has the ability to make quick, effective decisions
- **Leadership:** Proven ability to work collaboratively and provide leadership, support, coaching, encouragement and direction where required

- **Organizational abilities:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Ownership:** Takes pride in the work that is accomplished, and understands the functions of tasks within the bigger picture of the organization. Ensures deadlines are met and work is completed properly
- **Professionalism:** Demonstrates professional standards of conduct when governing interactions between individuals in a business environment
- **Research and Learning**: Commitment to continuous learning and ability to search out relevant evidence based standards/guidelines and integrate them into practice
- **Safety**: The ability to adhere to all health and safety guidelines, to communicate new risks quickly, and to safeguard the wellness of residents and staff
- **Equity and Inclusion:** Promotes a welcoming, respectful environment for people of all backgrounds, identities and abilities.

Qualifications:

- Commitment to the mission and values of the organization
- Current Personal Support Worker certificate from an accredited provider, preferably a Ministry-approved college program
- Ability to work as part of an interdisciplinary health team within an established plan of care
- The ability to work with individuals struggling with homelessness, poverty, criminalization, and/or social inclusion, and the ability to deal with death and major health conditions of residents
- Ability to make decisions effectively with minimal supervision
- Ability to intervene during group crisis situations
- A commitment to safe working practices, especially with lifts and specialized equipment
- Dementia and geriatric-specialized training an asset
- Knowledge of the homelessness crisis and the federal prison and parole system an asset
- Ability to develop and maintain effective partnerships with other service providers
- Experience providing feedback, collaborating and integrating evidence based practices
- Knowledge of community health and social service resources is an asset
- BLS level CPR certification (CPR-C/HCP) from a WSIB approved trainer, renewed every 3 yrs
- Standard First Aid certification is required for the role and must be renewed every 3 years through One City instructors, or through any WSIB approved trainer, without reimbursement for time.
- Current and original copy of a satisfactory Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check is required. Corrections Services Canada screening is also required prior to first shift.
- Current registration as a PSW with the HSCPOA is preferred

Work Conditions and Physical Capabilities:

- Travel required in all seasons. Fixed locations of work include, but are not limited to the Community-Based Residential Facilities (CRFs), with some training held at One City Peterborough's 360 Reid St offices.
- Accessibility: Haley House is fully accessible. One City offices are accessible via an elevator; however not all bathrooms are fully accessible. Accessible bathrooms are on the 3rd floor.
- Days, evenings, overnights, weekends and holiday work as required
- Fast- paced, highly detailed environment
- Frequent interruptions and willingness to work longer than assigned shifts should the need arise
- Exposure to many hazards e.g., infection, violence, harsh weather conditions, bed bugs, mould, blood, feces, working alone, slips trips and falls, illicit substances and other exposures

- Potential exposure to physical aggression, sexual harassment, verbal abuse, or discriminatory and racist language. Staff are required to recognize, manage, and respond to such behaviours following organizational policies and safety protocols.

Key Relationships & Interactions:

Internal

- Residents of Haley House
- RN Care Coordinator, Case Workers, Case Manager and Director of Development
- Volunteers and staff at One City Peterborough

External

- Corrections Services Canada and Police
- Nursing Agency providing care to residents
- Government – Federal, Provincial, Municipal and Community partners
- Health Partners including hospitals, Ontario Health at Home, Health Agencies and Primary Providers

NOTE: This job description is not intended to be all-inclusive. Employees may perform other related duties as assigned to meet the ongoing needs of the organization.

One City Peterborough is committed to inclusion and equity and strives to ensure that our staff reflects the diversity of our community. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. In addition, to correct the conditions of disadvantage in employment in Canada, we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, persons involved in the criminal legal system, and those who identify as women and/or 2S LGBTQ+. We are committed to removing barriers to employment that are faced by equity-seeking groups and encourage (but do not require) members of these groups to self-identify as such in their cover letters.

Most of our staff work in the vulnerable sector, and are required to provide a Vulnerable Sector Check. We will disregard any results that are not relevant to the position or its requirements and invite open discussion around relevant results to develop a collaborative plan.

Approved by:	Tammy Kuehne, Executive Director of One City Peterborough
Date approved:	November 25, 2025
Last reviewed date:	November 25, 2025
Date and Signature:	