

POSITION: DIRECT SUPPORT PROFESSIONAL

IMMEDIATE SUPERVISOR: Program Manager
PROGRAM: Disability Services (DS)
DESCRIPTION DATE: September 2015

GENERAL FUNCTION:

- Direct Support Professionals (DSP) provide support and training to the DS program clients by assisting them in the core service areas of: health and safety, personal power and choice, positive recognition by self and others, community integration, constructive relationships, and building skill competence.
- At some sites may be required to work alone with clients who may have behavioral or medical problems and who may exhibit challenging or aggressive behavior. With the training provided, DSPs will learn how to respond to such behavior and deescalate situations. DSPs will be required to record the necessary documentation as identified in the clients' plans, Volunteers of America and Disability Services policies and State regulations using data entry methods.
- DSPs perform shift work that is scheduled by the Program Manager based on the needs of the clients and the program. Shifts may change as the client/program needs adjustment. Scheduled work hours may include weekends, split shifts, on call, sleepovers, and work on holidays.

QUALIFICATIONS:

- Must be at least 18 years of age and have a high school diploma or GED. One year experience working with persons with developmental disabilities (or other closely related experience) is strongly preferred.
- Required to read and understand the program documentation and perform basic writing and documenting skills that accurately convey the information in the primary language of our clients which is English.
- Required, as a condition of employment, to obtain: CPR/First Aid certification, Nursing Assistant certification within 90 days of employment (must be paid at employee's own expense), and to attend the required trainings as scheduled. Must pass (90%) the Mandated Reporting Post-Test. Required to obtain a driving abstract at his/her own expense if chooses to be a driver.
- Must have and maintain an acceptable background inquiry per State guidelines.
- Must have basic computer and Internet skills.
- At designated sites must be able to perform basic American Sign Language and demonstrate a progressive ability to learn tactile signing up to basic communication within 90 days of employment.

RESPONSIBILITIES:

- Implements ISP/IISP goals and objectives, collects and records data for programs as required.
- Instructs and supports clients in daily living skills (daily cleaning, laundry, basic repairs, and yard work as needed), insures basic health and hygiene needs are met daily, supports meal preparation, leisure activities, community living and integration skills, assists clients in caring for their pets (where applicable), and ensures all related tasks are being completed daily.
- Accompanies clients to recreational activities, doctor appointments, IISP goal outings or work as appropriate and scheduled.
- Assists clients with money skills and purchases/shopping as assigned.
- Provides support for clients accessing community, including public and other transportation services as available.
- Observes/monitors clients and documents their activities and any incidents or difficulties on appropriate forms per program guidelines and client plans. Reports any changes (mental, physical, emotional, or

behavioral) to appropriate personnel and documents it in client records and Incident Report. Ensures client safety.

- Observes and assists with medications per the client plan and ensures the physician/nurse orders are followed. Reports any problems or difficulties with medications or treatments to the supervisor immediately.
- When applicable, prepares entire meal according to the client dietary guidelines.
- Participates in staff meetings and educational trainings as assigned.
- Maintains good communication with other staff and Program Manager regarding all aspects of client care, household operations, personnel and VOA/DS business.
- Appropriately maintains professional caring relationships with the clients while preserving healthy professional boundaries that foster the clients to continue to be as independent as possible and not to rely on any particular staff.
- Accurately documents hours worked on his/her timecard in the electronic PHS daily.
- Performs other duties as necessary or assigned.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands are representative of those that must be met by an employee in an office and supported living site environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

- While performing the duties of this job, DSP is frequently required to read, speak, stand, walk and sit.
- Must be able to see and use computer and be able to hear well enough to communicate with co-workers and clients in person and over the phone.
- Must be able to reach above the head and perform repetitive movements.
- May be required to stand for long periods of time.
- Required to physically assist some clients to ensure that safety principals are followed when transferring, bathing, toileting, and ambulating. At times and in some circumstances this requires staff to physically lift or steady clients using the approved methods. Must be able to lift and carry up to 50 lbs with help, may be required to lift higher weights with help and tools such as a lift.
- May drive an auto, and should an employee ever be involved in an accident during work time, s/he will be required to be subject to drug and alcohol testing.

Acknowledgement:

I have read and understand this job description its principal activities and end results. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America or myself, with or without notice for any reason not expressly prohibited by law.

Employee Signature

Date

Printed Employee Name