

## **POSITION: DIRECT SUPPORT PROFESSIONAL**

**IMMEDIATE SUPERVISOR:** Program Manager  
**PROGRAM:** Disability Services (DS)  
**DESCRIPTION DATE:** July 2016

### **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.

### **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.
- Washington State driver's license is strongly preferred. Must provide a driving abstract at his/her own expense. The annual renewal of the driving abstracts are paid for by the agency.
- 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:**

#### **A. TRAINING**

- Attend regular state and agency mandated trainings as scheduled.
- Attend agency driver training and become certified to operate an agency vehicle.
- Maintain the training checklist in order and coordinate your scheduled trainings with the Program Manager.
- Stay current on all trainings to remain in compliance.

#### **B. CLIENT SUPPORT**

- DSPs perform shift work that is scheduled by the Program Manager based on the needs of the clients and the program. Shifts and sites may change as the client/program needs adjustment. Scheduled work hours may include weekends, split shifts, on call, and work on holidays.
- Implement ISP/IISP goals and objectives, collect and record data for programs as required.
- Instruct and support clients in daily living skills (daily cleaning, laundry, basic repairs, and yard work as needed), ensure basic health and hygiene needs are met daily, support meal preparation, leisure activities, community living and integration skills, assist clients in caring for their pets (where applicable), and ensure all related tasks are being completed daily.
- 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.

- Accompany clients to recreational activities, doctor appointments, IISP goal outings or work as appropriate and scheduled.
- Assist clients with money skills and purchases/shopping as assigned.
- Provide support for clients accessing community, including public and other transportation services.
- Observe/monitor clients and document their activities and any incidents or difficulties on appropriate forms per program guidelines and client plans. Report any changes (mental, physical, emotional, or behavioral) to appropriate personnel and document it in client records and Incident Report. Ensure client safety.
- Observe and assist with medications per the client plan and ensure the physician/nurse orders are followed. Report any problems or difficulties with medications or treatments to the supervisor immediately.
- When applicable, prepare entire meal according to the client dietary guidelines.
- Assist clients with transportation needs through the utilization of agency vehicles.

### **C. COMMUNICATION**

- Participate in staff meetings and educational trainings as assigned.
- Maintain good communication with other staff and Program Manager regarding all aspects of client care, household operations, personnel and VOA/DS business.
- Appropriately maintain 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 document hours worked on his/her timecard in the electronic PHS daily.
- Perform 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 mobile phone.
- 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.

If you wish to apply for this position, please email your resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org).

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*

