

Job Description

Reports to: Delaware and Maryland Residential Coordinators, Floor Supervisors

Regular, non-exempt -Hourly

Summary:

Direct Support Professionals (DSP) work with individuals with intellectual and/or developmental disabilities by teaching self-care skills, cooking meals and doing laundry. Direct Support Professionals work as home health and companion care providers assisting individuals in day service programs, and group homes/residential settings. Individuals include people with cognitive impairments, chronic illnesses and other disabilities needing assistance with daily living activities. DSP's provide assistance and support services to Individuals both in the community and in their homes. DSP's should have a strong desire to create long-term impacts on their clients' lives and enjoy encouraging, mentoring, and coaching individuals to achieve their goals.

Essential Duties and Responsibilities:

- Aids in transferring, assisting with transfers and lifting clients who require physical assistance as necessary by utilizing assisted devices and/or by the assistance of teamwork with other staff. Must be able to reach and bend to assist individuals with physical activities.
- Establishes a secure, positive environment that nurtures client's needs, self-expression, and goals.
- Assists individuals in all daily living skills as needed.
- Provides for the safety of the individuals at all times.
- Ensures each individuals' rights are protected and treats individuals with dignity and respect.
- Provides direct care to those with intellectual and developmental disabilities by performing personal care tasks, including assistance with personal hygiene and grooming, feeding, and ambulation, medical monitoring, health care related tasks and total care.

DCS DIRECT SUPPORT PROFESSIONAL (DSP)

- Assists with toileting, urinals, and commode chairs, as necessary.
- Performs home management functions such as housekeeping, laundry, bed making, and cleaning.
- Plan meals, shops for groceries (as directed), prepares and serves food/meals, feeding and clean-up.
- Administration of medications (with proper training).
- Delivers individualized training and care for individuals in compliance with instructions from healthcare professionals and other specific guidelines.
- Observes individuals for evidence of injury or bruises and evaluates for changes in emotional and physical status and reports any noted problems to the delegating Nurse and/or Residential Program Coordinator immediately and completes a written incident report form/Electronic Record.
- Reports all medical related incidents to the delegating nurse in MD and Residential Coordinator in DE.
- Maintains client confidentiality.
- Communicates with Residential Coordinator when items related to individuals' personal needs and personal space needs to be purchased.
- Advances individuals' decision-making, productivity, and participation in a range of activities.
- Fosters positive relationships between families and individuals served.
- Accompanies individuals to scheduled appointments, transports individuals as needed, and runs errands for clients as needed.
- Operates facility/fleet vehicles in compliance with company policies and governmental statutes, including documenting vehicle usage in logbook/mileage sheet correctly.
- Maintains knowledge of individual's Persons Centered Care Plan/LSP (Life Span Plan) and the requirements for the residential house they are working in.
- Assists individuals in the pursuit of recreational, social and community activities based on their preferences and individual support plans. Activities include, but are not limited to, dances, parades, shopping for groceries and clothing, attending, and participating in other leisure recreationally activities, and assisting in virtual activities.
- Promotes participation and involvement in community outings to meet the needs of the individual.
- Provides support to other team members when individuals have behavioral issues by following behavioral support plans and psychiatric plans.
- Assists the Residential Coordinators in the preparation for the annual Individual Planning Meeting/LSP Meeting.
- Documents all program data, including, but not limited to, individual plan data, behavior plan data, community integration logs/social activity logs, assessments, individual funds requests/client request form for purchase (CRFP), maintenance requests forms, and supply acquisition forms and Home and Community notes and financial notes per shift. DSP's must document individual support plans as specified in the plan.
- Documents individual's health, i.e., seizure charts, weight, bowel movements, fluid intake, vitals, temperatures, immunizations, entered in written and in electronic record.
- Ensures Medication Administration Record (MAR) entries are completed daily.

DCS DIRECT SUPPORT PROFESSIONAL (DSP)

- Completes communication logbooks during shift.
- Verbally completes change-of-shift report meeting at the change of each shift in which vital information about the responsibility for the individual is provided to the on-coming DSP.
- Assists individuals when entering and exiting vehicles while on community outings, as well as entering and exiting the building/home safely.
- Participates and aids individuals in participating in quarterly fire drills.
- Cross trains/orientates in all residential homes with individuals as directed and needed.
- Ensures that relief coverage has arrived prior to leaving their shift.
- Other duties as assigned by supervisor.

Qualifications / Skills:

- Attention to detail, especially when adhering to specific protocols and rules while carefully following instructions to care for the needs of the individuals.
- Integrity to ensure individuals feel safe and comfortable when tending to personal activities, such as helping them bathe.
- Trustworthiness and dependability so individuals and their families feel comfortable relying on them.
- Interpersonal skills when working with individuals, including compassion and sensitivity to their emotional needs.
- Positive attitude and compassion for individuals being served.

Education, Experience, Licensing, and Other Position Requirements:

Minimum of High school diploma or General Education Diploma (GED)

Training on basic nutrition, infection control, reading and recording vital signs and personal hygiene is a plus, but can be completed with on-the-job or via specialized programs. In addition, individuals may have individualized preferences that require time to become comfortable with the DSP's before working with them.

MD Required:

Completes and maintains all required State mandated trainings such as Medication Technician Training Program (MTTP), CPR / First Aid, MANDT Training and all State Developmental Disability Administration (DDA) CORE trainings within 60 days of employment.

DE Required:

Completes and maintains all required State mandated trainings such as Limited Lay Administration of Medication (LLAM) certification, CPR/First Aid and MANDT Training within 60 days of employment. Completes all Division of Developmental Disability Services (DDDS) CORE trainings through Realis electronic data base within assigned timelines.

MD and DE Required:

Completes annual binder reviews related to clients Person Centered Plan (PCP), Behavior Plan (BP), Life Span Plan (LSP), Behavior Support Plan (BSP), and other related plans.

6+ months social service and/or life experience with individuals with intellectual or developmental disabilities (preferred).

Proficient computer skills (preferred).

Outstanding organizational and people skills.

At least 18 years of age with 2 years driving experience.

PPD Testing (Previous PPD test is acceptable if within the last 30 days -must provide documentation).

DE Service Letters/MD&DE Pre-Employment Reference Checks from prior employers.

Pass State/Federal background check.

Negative results on pre-employment and random drug tests.

Must maintain valid driver's license with no more than 4 points.

Must maintain State and Agency required mandated training.

Employee must be able to receive, understand, and communicate verbal and written instruction and communicate in the English language.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork - Exhibit's objectivity and openness to other's views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

Computer Skills – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

Customer Service – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff needs; Solicits feedback to improve service; Responds to requests for service and assistance.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Interpersonal Skills - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Oral and Written Communication - Listens and gets clarification; Responds well to questions; Participates in meetings; Communicates clearly and cogently with clients and staff; Reads and comprehends written and verbal instructions. Writes clearly and informatively.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

WORKING CONDITIONS AND PHYSICAL DEMANDS REQUIRED TO SUCCESSFULLY PERFORM THE ESSENTIAL JOB DUTIES:

The environmental factors described here are representative of those that may be present in the workplace while the employee performs the essential functions of this job. While performing the duties of this job, the employee is required to:

- Stand; walk; use hands to finger, handle, grasp or feel -**frequently**
- Reach with hands and arms; push and pull up to 50 pounds -**frequently**
- Talk, hear and smell -**frequently**
- Stoop, kneel, or crouch -**frequently**
- Sitting and/or standing. **frequently**
- Lift and/or move up to 50 pounds. -**frequently**

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- Utilize close vision, distance vision, color vision and ability to adjust focus.- **frequently**
- Employee will be exposed to odors, dust, fumes, and noise. -**frequently**
- Employee will be exposed to outside environmental conditions. -**frequently**
- Climb stairs. -**frequently or occasionally dependent on what residential house**
- Travel. -**as required**

Employee Name

Date

Employee Signature

Date