



## Job Description

<b>Job Title:</b>	Direct Support Professional
<b>Department:</b>	Varies
<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Assigned Team Leader / Manager

**Position Purpose:** Direct Support Professionals (DSP's) are responsible for performing direct active supports, ensuring consistency in implementation of established Person Centered Plans (PCP), Individual Service Plans (ISP), various support plans (Inc. Health, Safety and Behavioral), and following all safety and health-related policies and procedures.

### **Essential Duties and Responsibilities:**

- Provide community integration, community living and/or employment training to individuals. Services may be provided at their home or in the community.
- Support individuals in leading self-directed lives by collaborating with individuals and others to plan and implement supports that build upon individual strengths, choices and capabilities that lead to inclusion into the community.
- Create a person-centered environment of support for the individuals in their quest for more independence and expanded meaningful community opportunities.
- Participate in the development of obtainable outcomes for the individuals' service plan (ISP), document services, outcome and activities scheduled for each individual.
- Follow and Address and assist in the individual's personal care as needed, including dressing, grooming, feeding, toileting, positioning or medical/health needs.
- Report evidence of abuse, neglect and other health and safety issues immediately. Complete incident reports and give to supervisor timely for review.
- Develop and maintain an open line of communication for pertinent information about individuals with coworkers, nurses, care givers or employers at beginning and end of shifts.
- Interact with the individuals supported in a manner, including language and tone of voice, which is consistent with respect for the individual.
- Responsible for completion of documentation pertaining to overall support of the individuals and for related duties
- Keep supervisor (or assigned designee) informed of any problematic issues or changes with the individual or in the daily operations of Diversified Enterprises.
- Provide skill reinforcement activities in areas that may include social roles, communication, exercise, recreation, interpersonal skills, civil rights, and self-determination.
- Provide training to individuals to maintain current skills, learn new work skills, improve social skills and/or modify behaviors that would interfere with inclusion in the community.
- If applicable, provide transportation of individuals following transportation policies and procedures.
- Complies with all applicable regulatory agency regulations and procedures as well as the policies and procedures of Diversified Enterprises, Inc.
- Performs other duties as assigned.

### **Qualifications/Skills Knowledge & Abilities:**

**Education:** High School Degree or GED. CNA preferred.

**Experience:** Two (2) years' experience or a combination of experience equivalent to an Associate's Degree preferred. One year working with adults with developmental disabilities preferred. Experience in a similar workplace is desired.

**Other:** 21 years or older, Maintains valid driver's license and insurable under their auto insurance. Ability to pass criminal/registry background checks. Clear tuberculosis screening

### **Skills Knowledge & Abilities:**

- Working knowledge of developmental disabilities
- Effective oral and written communication skills
- Working knowledge of computers to allow employee to access computer systems and applications to complete documentation, read and respond to email, and complete required on-line training.
- Ability to work as a team member, maintaining effective inter and intra-agency working relationships
- Ability to achieve and maintain certifications necessary for the job (including, but not limited to, First Aid, CPR, MANDT, Medication Administration).

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Safety: Security, Environment, Health:** Maintains an environment that is healthy, safe, peaceful and comfortable, Administers medication in accordance with medical provider directions, Gains and maintains knowledge of health and medical issues for all assigned individual(s) supported, Assists individual(s) supported with healthcare visits, Notifies appropriate supervisor and/or nurse of any health concerns or needs for the individual(s) supported, develops and maintains knowledge of correct lifting, positioning and transferring techniques, as well as the ability to lift 50 pounds. Follows all policies and procedures regarding safety in all environments
- **Rights, Dignity and Respect:** Incorporates time, space, and opportunity for privacy in the life of individual(s) supported, maintains strict confidentiality of all personal information concerning individual(s) supported, Knows, advocates and respects the rights of individual(s) supported, treats all individual(s) supported, families, coworkers and supervisors with dignity and respect
- **Community involvement:** Demonstrates the importance of community involvement, social interactions, and maintaining relationships, Develops and facilitates community connections and relationships, Assists individual(s) supported in developing and following a person centered schedule, Aids individual(s) supported to participate in activities of their choosing, Provides opportunities for activities in various settings and transportation as needed, Encourages individual(s) supported to be engaged in their community
- **Quality and Quality of work:** Correctness in performance of work duties and responsibilities, Tasks are completed with a minimum of errors, Maintains a level of production that is sufficient to accomplish assigned duties, Meets productivity standards and strives to increase productivity, Produces necessary results in spite of unforeseen changes.
- **Customer Service and Excellence:** Exhibits professional behavior towards the individual(s) supported, families, coworkers, and supervisors, Maintains the property of the agency and of the individual(s) supported, Networks with coworkers, the community and other professionals to find better ways to include individual(s) supported in routine life activities, Builds inclusive opportunities in the community for individual(s) supported
- **Professionalism:** Provides positive and appropriate feedback to coworkers, team members, supervisors and agency representatives, Participates in and completes periodic training and certification as required, Mentors and trains new staff to ensure that the workplace is a positive and productive environment, Attends and participates in all assigned meetings, sharing ideas, discussing issues openly and honestly, Maintains confidentiality of records/information according to HIPAA, State, Federal laws and guidelines, Reports all instances of abuse, neglect, mistreatment and exploitation immediately to the appropriate supervisor, Displays conduct in the community that enhances the image of individual(s) supported and the agency
- **Programmatic: Choice, Active treatment, Community resources:** Implements individual support plans as written, Provides assistance and support to individual(s) in activities of daily life, Teaches appropriate skills and involves individual(s) supported in meaningful and valued activities, Provides and seeks out opportunities for individual(s) supported to make choices, Obtains knowledge of individual(s) supported desired outcomes and works to ensure they are integrated into daily activities
- **Teamwork:** Working as a productive member of a cohesive group toward a common goal, and contributing to team development and effective team dynamics.
- **Written Communication:** Expressing ideas and opinions clearly in properly structured, well-organized, and grammatically correct reports or documents; utilizing language and terminology that is understandable for the reader.
- **Accountability:** Handles and maintains individual/agency finances ethically, honestly and accurately with appropriate documentation and receipts, follows all agency policies and procedures, provides emergency coverage when requested by management, takes initiative in performing additional tasks as needed or as assigned, Provides clear, accurate and timely records and documentation
- **Problem Solving:** Builds a logical approach to address problems or opportunities or manage the situation at hand by drawing on one's knowledge and experience base, and calling on other references and resources as necessary.
- **Results Driven:** Demonstrates concern for achieving or surpassing results against an internal or external standard of excellence. Shows a passion for improving the delivery of services with a commitment to continuous improvement.

- **Interpersonal Communication:** Developing and maintaining positive relationships. Exchanging ideas and opinions in a positive and inclusive manner.

**Environmental:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The incumbent typically works in indoor and outdoor community locations that may include outside weather conditions and is occasionally exposed to wet, hot and/or humid conditions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and taste or smell. The employee must frequently lift and/or move up to 50pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must have good reaction response to protect personal space

**Certifications:**

I have read, understand, and received a copy of this job description.

*Diversified Enterprises is an Equal Employment Opportunity/Affirmative Action employer.*

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Employee	Date	Print/Type Name
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Human Resources	Date	Print/Type Name
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