

Missoula Developmental Service Corporation

POSITION DESCRIPTION

Position: Direct Support Professional
Department: Client Services
Reports to: Program Manager
FLSA Status: Non-exempt
Prepared by: Director of Human Resources
Preparation Date: June 20, 2011
Approval Date: June 20, 2011
Revised Date: October 25, 2018
Approved by: Francine Sadowski, CEO
Approved Date:

POSITION SUMMARY

The Direct Support Professional (DSP) position engages with adult clients with severe developmental disabilities using positive, confident, and reassuring interactions with them to assist them to live as independently and safely as possible in a community environment. Responsibilities include completion of programs with clients to improve communication, daily living skills and independence in a learning and nurturing atmosphere while treating the clients with dignity and respect at all times. Other duties include personal care such as personal hygiene, meal preparation, and completion of household tasks such as laundry, cleaning, and cooking. The DSP also assists clients with community outings by driving them to necessary appointments, community events, and any other activities that the client may enjoy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Client Support and Services:

1. Provides clients with consistent support to complete required programmatic tasks and/or behavioral support plans and documents required data accurately and in a timely manner.
2. Participates in group and one-to-one client activities.
3. Assists clients with meal preparation in accordance with eating protocols.
4. Reviews program books on a regular basis to ensure data is collected in accordance to the various programs. Notifies Program Manager (PM) or Residential Assistant Manager (RAM) of any deficiencies or adjustments needed.
5. Shares pertinent specific information about each client such as their likes, dislikes, and needs to achieve a comprehensive individualized plan of support.
6. Assists clients as necessary with bathing, personal hygiene, dressing, eating, toileting, range of motion exercises, and any other activities of daily living.
7. Accesses the Therap web-based program to submit General Event Reports (GERs) as necessary and submits, reviews, and responds to T-logs and GERs on a daily basis while at work. Will also check Therap secure communication during each shift and respond as needed within directed timelines.
8. May serve as a client's job coach, as necessary, and follows expectations of job coaching activities.
9. Cleans and maintain clients' adaptive equipment within correct protocols and guidelines.

10. Maintains client and co-worker confidentiality.

Community Integration:

1. Suggests and participates in ideas for community outings for clients and takes initiative to seek out new activities for clients. Uses a team approach to identify potential outings by gaining co-worker input and assisting with formulating a plan.
2. Assists with loading of clients to and from outings utilizing safe practices and policies.
3. Ensures that clients' respect and dignity are upheld in the community.
4. Must be able to drive company vehicles, even in inclement weather, to facilitate outing activities and other job responsibilities. (Ability to drive may be waived depending on number of staff eligible to drive on a particular shift.)

Client Medical Needs:

1. Reports and documents illness or injury and contacts nursing staff regarding such incidents. Ensures GERs are submitted for all illnesses and injuries.
2. Assists clients to self-administer prescribed medication and documents any inaccuracies.
3. Performs medication counts and documents this information at the change of each shift.
4. Follows proper documentation and reporting procedures for found medications or medication errors.
5. Follows appropriate safety measures when picking up medications from the pharmacy to ensure that such things as name, dosage, type of medication, etc. are correct.
6. Stores medications in a safe and locked location.

Teamwork and Communication:

1. Ability to work as a team with co-workers on all shifts in a respectful manner to provide a supportive work environment for MDSC clients.
2. Ability to problem solve when issues arise and seek creative and new ideas to better serve the clients.
3. In coordination with Mandt Training philosophy, this position requires that a person remain calm in critical situations, listen carefully to others' perspectives, and foster a sense of cooperation between themselves and their team.
- 4.
5. Ability to remain flexible to work in all programmatic areas and gain knowledge of all clients' needs and desires.
6. Attends all mandatory staff meetings.
7. Clocks in and out for work in a timely and accurate fashion.

Household Responsibilities:

1. Assists co-workers and other shifts with completion of laundry duties, routine and deep household cleaning, and food preparation.
2. Assists Program Manager as needed to successfully pass group home audits and licensing requirements.
3. Follows menus that adhere to eating and meal preparation protocols for the group home's clients.
4. Follows financial requirements of obtaining proper documentation of household or client purchases.

5. Ensures that MDSC vehicles are clean and fueled as necessary and that documentation in the travel log adheres to MDSC vehicle/travel policies.

Health and Safety Responsibilities:

1. Follows standard operating procedures and policies to ensure the safety and health of clients and co-workers by:
 - a. Following standard operating procedures.
 - b. Following proper lifting and mobility procedures (body mechanics) as illustrated in the Lifting Champions Program for the employee's particular group home location's clients.
 - c. Utilizes appropriate transportation safety protocols.
 - d. Utilizes all proper and available safety equipment (gait belts, using two-person transfer techniques when required, various lifts, etc).
 - e. Follows diet protocols, such as individual eating protocols and MDSC Mealtime and Eating Protocol.
 - f. Ensures individual bathroom and other hygiene protocols are adhered to.
 - g. Must be aware of weather conditions (extreme hot or cold) and follow protocols appropriately.
2. As an employee of MDSC and a person providing services to someone with a developmental disability, the Direct Support Professional is a Mandatory Reporter. This means that any suspected or observed abuse, neglect, or exploitation is reported to Adult Protective Services immediately. As part of MDSC's reporting process, all incidents that fall under this definition are considered Critical Incidents. An employee is to follow the Incident Reporting Definition Quick Reference for Other Personnel who need to be notified and will gather witness statements and other pertinent information.
3. Follows adaptive equipment guidelines to keep the equipment in proper hygienic and safe operating order.

SPECIFIC DAY SHIFT RESPONSIBILITIES:

1. Partners with graveyard shift personnel to assist clients from bed, morning hygiene activities, and breakfast preparation.
2. Often assists with client outings
3. Weekday shifts are responsible to get clients to Day Services in a timely and efficient manner.
4. Weekday shifts spend approximately five to six hours per day at the Day Services location with clients who may be from other group homes.
5. Assists clients with lunch preparation and eating; may include special dietary knowledge. May also help to prepare morning or afternoon snacks.
6. Shares report through Therap system to provide a smooth transition of client and household needs. Participates in medication counts between shifts.

SUPERVISORY RESPONSIBILITIES

None.

EDUCATION AND EXPERIENCE

- Must be at least 18 years old at time of hire.

KNOWLEDGE AND SKILLS

- Ability to read, analyze, and interpret information regarding policies and procedures with ability to complete documentation accurately.
- Ability to effectively communicate in English
- Ability to verbally communicate with others in order to assist clients and observe clients for changes in behavior and communicate the information to other staff.
- Must be able to add, subtract, multiply, and divide numbers.
- Must be able to apply common reasoning ability to carry out written or oral instructions and deal with problems involving a few concrete variables in standardized situations.
- Ability to type on a keyboard to input information into MDSC's Therap Software system.

CERTIFICATES OR LICENSES

- Possession of valid Driver's License with acceptable driving record preferred.
- Proof of auto liability insurance in accordance with Montana law and insurability with MDSC insurer of record.

PHYSICAL DEMANDS

- Must be able to lift 50 pounds.
- Perform two-person client transfers which may be more than 100 pounds
- Frequent rotation of standing, walking, and sitting to perform duties.
- Ability to communicate by talking and hearing.
- Ability to visualize reading materials, colors of items, appropriate depth perception, and ability to adjust visual focus.

These physical demands are representative of those that must be met by an employee in this position to successfully perform the essential functions of the job. Reasonable accommodations may be evaluated and made to enable individuals with disability to perform the work required in this position.

WORK ENVIRONMENT

Possible exposure to the normal hazards of health care may occur, such as blood-borne pathogens, unpleasant sight, sounds, odors, and physical aggression may be encountered. The noise level in the work environment is usually moderate, but may become loud for short periods of time.

EMPLOYEE SIGNATURE

By signing below, I attest that I have read the position description and understand the responsibilities and duties expected to be completed and adhered to in this position. A copy of this signed job description will be placed in my personnel file.

Employee Signature

Date