

Mat-Su Services for Children and Adults

JOB TITLE: Direct Service Provider II (DSP II)

EMPLOYMENT CLASSIFICATION: Exempt Non-exempt

DEPARTMENT: Supported Living

POSITION REPORTS TO: Supported Living Specialist

SUPERVISORY RESPONSIBILITIES: None

Core Purpose: Support Full Lives

Core Values: Person-centered, Choice, Respect, Diversity, Quality Service, and Teamwork

Position Summary: Under the supervision of the Supported Living Specialist, the DSP-II will provide the support necessary for people who experience developmental disabilities to live and participate in their communities and form personal and social relationships with a variety of other people.

Essential Responsibilities: The DSP-II will:

1) Support primary caregivers by providing services to the family member with developmental disabilities within the family home and/or the community.

2) Provide habilitation services to individuals with developmental disabilities to acquire, retain, or improve skills related to activities of daily living, such as personal grooming and hygiene; household chores; eating, meal planning, food preparation, and grocery shopping; banking and money management; and other social, communication, and adaptive skills.

3) Provide ongoing monitoring of the health and safety of consumers being supported.

4) Provide needed support for consumers wishing to participate in preferred normalized leisure activities.

5) Assist with staff training through job shadowing.

Specific Duties:

Health and Safety: Provide ongoing monitoring of the health and safety of MSSCA/SELS consumers.

- Maintain current CPR and first aid certification.
- Attend training in seizures, accident prevention, universal precautions/blood borne pathogens, body mechanics and other areas specific to the consumer.
- Locate and follow established protocols and procedures for specific medical and health concerns of individuals (i.e. diet, exercise, seizures, allergies, g-tube, diabetes, etc)
- Identify possible emergency situations and follow established household evacuation plans/emergency procedures.
- Identify and report potential safety hazards.
- Use safe handling procedures when handling, preparing, and storing food.
- Follow general or individualized protocols in proper lifting or transferring techniques by using safe body mechanics.
- Complete documentation required for incident and accident reporting process.
- Provide personal care appropriate to the needs of consumers including feeding, personal hygiene, oral hygiene, and care for incontinence, etc, including the use of adaptive equipment.
- Safely operate any equipment used within the work environment.
- Use universal precautions and appropriate infection control techniques.
- Assist/supervise consumers with self-administration of medication only if the parent/guardian has provided written consent, the medication is available in an appropriate, labeled container, and all MSSCA's medication administration procedures are followed.
- Describe the therapeutic effects and locate information about possible side effects of medications used by consumers.

- Identify and report symptoms of illness or injury for consumers (i.e. dehydration, constipation, chronic or intermittent condition, seasonal allergies, etc.)
- Identify and respond to situations that require immediate intervention.
- Locate, review, and update consumer's "Fact Pack" in the home prior to each visit.
- Provide support for consumers to maintain good health including but not limited to: nutritious meals, adequate exercise, physician visits, following physician orders, and proper usage, storage, and disposal of all medications.
- Provide on-going monitoring of the health and safety conditions of consumer homes including but not limited to the following areas: fire protection, emergency evacuation and warning devices, operation of equipment, appliances and tools, hazardous materials, electrical system hazards, walking surfaces, health and sanitation provisions in eating areas and restrooms.
- Participate in related training activities for the consumer to live in a clean and safe environment, i.e. safe food handling.

Person-Centered Services: Provide person-centered services which increase the likelihood that people with disabilities will develop relationships, be part of community life, increase their control over their lives, acquire increasingly positive roles in community life, increase the frequency and quality of interaction they have with unpaid individuals, and develop competencies to help them accomplish these goals.

- Provide supports and services necessary for consumers to succeed in their chosen environments.
- Promote consumer choice by involving consumers in decision making, present opportunities for choice in daily activities, encourage and respect consumers' input and suggestions regarding routines and staff support.
- Promote consumer productivity by encouraging participation in household duties, paid work, volunteer work, etc.
- Demonstrate listening and validation skills that increase communication.
- Encourage and support consumers in the participation of a variety of preferred community activities. (determine/identify consumers' preferences; support the scheduling of preferred activities; structure the activity to allow for as much participation as possible; assure proper materials and equipment are available)
- Identify the elements of Person Centered Planning and the Habilitation Plan of Care (i.e. services are organized around the unique needs of the consumer; consumer is directly involved in the planning process to the fullest extent; services are flexible and responsive to individual needs.)
- Implement the goals and objectives set forth in the Habilitation Plan of Care (HPOC), demonstrating appropriate instructional procedures and therapeutic interventions to promote desired outcomes.
- Support consumers to live in safe homes in neighborhoods of their choosing by identifying and remediation safety hazards; assisting consumers with household chores and other services necessary to maintain a clean, sanitary, and safe environment.
- Perform all services within the established timelines, especially arriving at the consumer's home, or agreed upon place of pick-up, at the prearranged time. If a delay is unavoidable, notify both the supervisor and the consumer and/or guardian as soon as possible.
- Collect information and data necessary for the development of a Habilitation Plan of Care that is based on the consumer's needs and desires.
- Assist the Direct Service Provider III or Supported Living Specialist in developing an HPOC that gives power and control to the consumer and addresses specific goals, objectives, and methods of evaluating consumer's progress.
- Support consumers in recognizing they have the same basic civil and human rights that are held by all individuals regardless of ability and assist consumers in exercising those rights.

- The DSP II may be responsible for some employment related activities (e.g. monitoring of work performance via work note, consumer's awareness regarding vocational alternatives, monitoring job satisfaction, etc.)

Positive Behavioral Supports:

- Participate in the development of Positive Behavioral Support Plans when indicated.
- Use Positive Behavioral Supports techniques and therapeutic interventions that have been evaluated, approved by individual consumer's interdisciplinary team (IDT) or special review committee and included in the consumer's HPOC.
- Refrain from the use of aversive techniques, including but not limited to corporal punishment, food deprivation, verbal abuse and seclusion.
- Use physical restraint (physically holding the consumer) only in emergency situations, for the shortest period necessary with the least amount assistance needed, using only approved Mandt techniques.
- Participate in agency in-service training, including MANDT and individualized consumer Positive Behavioral Support plans.

Transportation:

- Based on the consumer's needs, provide or coordinate consumers' transportation.
- Operate both agency vehicles and personal vehicles in use for agency business, in a safe manner and in accordance with Alaska State Law and agency policies and procedures.
- Attend Driver Safety training and Car Seat Clinic.
- Maintain valid Alaska Driver's License and Proof of Insurance on file with the agency.
- Promptly report any driving violations to your supervisor.

Documentation:

- Complete daily progress notes and tracking sheets identifying services provided, number of hours of service, therapeutic interventions provided and consumer response to those interventions.
- Document progress made on PBS plans when indicated.
- Gather data and information for consumer quarterly and annual reviews.
- Submit monthly progress reviews.
- Provide family/guardians and other agency departments an individualized monthly calendar of when services will be provided.
- Follow agency procedures in completing time sheets and submit as indicated on the agency monthly calendar.
- Complete Incident Reports following agency policy and procedures.
- Recognize and report all occurrences of consumer abuse or neglect and follow agency and state mandated reporting requirements and processes.
- Submit all required documentation in a timely manner.

Financial:

- Be cognizant of and provide support necessary for consumers to access and maintain needed entitlements and benefits (AD, SSI, SSA, ASHA, etc.)
- Support consumers to manage their own finances and personal property, and support them to spend within their individualized budget.
- Adhere to agency policies and procedures on consumer resources.

Job relations/Professional Interactions/Communication:

- Adhere to and provide services in accordance with agency's policies and procedures, mission, core purpose and core values.

- Demonstrate teamwork by supporting and assisting team members as necessary.
- Demonstrate behavior that indicates respect and courteousness to consumers, families, guardians, coworkers, and other colleagues.
- Demonstrate positive, respectful communication with consumers, family members, legal guardians, agency staff, interagency staff and members of the community.
- Demonstrate behaviors that respect the values and lifestyles of the consumers and families being supported.
- Use people first language in interactions with staff and consumers.
- Identify state mandated reporting requirements for consumer abuse and neglect and act to prevent abuse, neglect, and exploitation of consumers.
- Maintain consumer confidentiality at all times. Under no circumstances may consumer/family information, written or otherwise, be shared with anyone without a written release of information from the consumer, family or legal guardian.
- Utilize agency's conciliation process for individuals supported by the agency.
- Develop a positive working relationship with consumers' guardians/conservators.
- Participate in agency meetings, committees and individual planning meetings as requested or scheduled.

Minimum Qualifications:

- **Education:** Must be 18 years old and have a high school diploma, GED, or demonstrate ability to read written instructions and make appropriate chart notes. Must possess the ability to communicate with the recipient to who s/he is assigned, and with his or her supervisor.
- **Experience and Skills:** Must have six full-time months of experience (paid or unpaid) providing direct care or training in a related field of human services. Time management and organizational skills are required for success in this position.
- **Licensure, Certification, Registrations:** Current First Aid and CPR certification is required. A current TB test, valid Alaska driver's license with five (5) years driving experience, and proof of automobile insurance must be submitted prior to employment. Successful candidates must consent to a criminal background check once every two years and provide 2 clear fingerprint cards before hire and Candidate must also provide three written references.

Preferred additional qualifications:

- **Education:** Additional education or training in human services or a related field.
- **Experience and Skills:** Paid or unpaid experience providing direct care and/or training in a related field of human services
- **Licensure, Certification, Registrations:** Certification as a Personal Care Attendant or a Certified Nurses Aide.

Ongoing Requirements: Attend all required trainings and maintain all certifications required for this position.

- Attend all required orientation and training: Agency Orientation, Blood borne Pathogens, Body Mechanics, Fire Safety, HIPAA, Introduction to Service Delivery, Provider Rules, Drivers Safety, Car Seat Clinic, Medication Administration, Basic Health Skills, Teaching Strategies, and Ethics.
- Maintain current certification and/or attend annual training in: CPR, First Aid, Mandt, and Blood borne Pathogens.
- Maintain a valid Alaska driver's license and clean driving record.
- Maintain documented proof of current automotive liability insurance coverage on file with the agency.
- Submit copies of employee driving history as requested by the agency.

Other requirements:

- **Interpersonal:** Ability to interact with consumers, families, and coworkers in a courteous, respectful manner.
- **Physical:** Must possess the physical, mental and emotional capabilities needed to fulfill the job requirements of the specific individualized services provided to each consumer. This position requires moving throughout a variety of homes, community buildings, and in and out of motor vehicles; operating a motor vehicle, consumers' adaptive equipment, and office equipment; lifting up to 50 lbs; physical management of individuals who must be lifted, repositioned and/or de-escalated when in crisis.
- **Sensory:** Must possess typical or corrected vision, hearing, and sense of touch.
- **Cognitive:** Must possess the ability to read and follow written instructions, understand and clarify verbal instructions, write legibly, and document services provided to consumers, as well as, possess problem solving skills to assure consumer health and safety.
- **Language:** Must possess the ability to communicate with consumers to whom s/he is assigned and with his or her supervisor. Must be able to write legibly in English.
- **Math and computer skills:** Must be able to perform simple math functions (add, subtract, multiply and divide) in order to accurately complete time sheets and progress notes. Some basic computer skills may be required.

Work Environment:

- **Environment:** Must be able to work in a variety of home and community environments. Some extensive driving with various road conditions may be required and exposure to a variety of climates. Noise, lighting, and odor levels will vary depending on the community location in which the services are delivered. Support services may be provided at any hour of the day and during any day of the week. The working schedule of the DSP II will be based upon the needs of the consumers.
- **Hazards:** May have exposure to blood and body fluids; personal protective equipment is required for contamination-risk activities. This position may require de-escalating verbally or physically aggressive individuals according to identified procedures and individual support plans. Unpredictable consumer and family interactions are possible.

Disclaimer: The position reflects the agency's best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract of employment. Your signature indicates you have read the Position Description and understand the essential functions and qualifications of the job.

Salary Range: \$10.00 to \$13.00 per hour depending on education and experience.

Employee Signature: _____ **Date:** _____

Prepared by: _____ **Date:** _____
Approved by: _____ **Approval Date:** _____

Revision date