



## ***Become a Local Hero Today!***

### ***Direct Service Professional***

*Are you looking to make a difference in your community? Do you want a job that is personally fulfilling, creative, flexible, and rewarding? Does diversity, inclusion and advocacy matter to you? Then we want you to come check out MSSCA! We are looking for caring, creative, and energetic individuals to provide individualized services to people living with intellectual and developmental disabilities in their homes, out in the community, or in group homes.*

*MSSCA is a home grown non-profit that has been servicing the Mat-Su Valley community since 1985. Direct Service Professionals at MSSCA receive extensive paid training, great job benefits, and the chance to make a lasting difference in someone's life.*

**As a Direct Service Professional, you will have the opportunity to:**

- **Care for of the health and safety of MSSCA consumers.**
- **Help expand the freedom and independence of consumers while developing lasting relationships with other members of the community**
- **Travel around the valley to provided needed support for consumer activities in personal or agency vehicles**
- **Become a frontline journalist documenting consumer personal growth**
- **Help and support individuals with their banking, budgeting and other financial needs**
- **Be a mentor, friend, and cheering advocate**

#### **Hours of Work: Part-Time And Full-Time Positions**

Must be available to work flexible hours, as needed. Evenings, weekend and holiday work required.

#### **Here is the good stuff we offer (\*conditions apply):**

- Paid Vacation & Sick leave
- Paid Holidays
- Paid Jury Duty & Funeral Leave
- Free Employee Assistance Program
- Agency Paid Life Insurance\*
- Dental and Major Medical Insurance\*

#### **What you need to become a Hero:**

- Be 18+ years old & have High School Diploma or GED
- Have a Driver's license for two (2) years and a car covered by insurance
- A Current TB Test
- Will need to agree to and pass a State of Alaska background check.
- Two (2) Professional and Three (3) Personal references.

## **Apply Now!**

Website: [www.mssca.org/apply](http://www.mssca.org/apply)

Phone: 907-352-1200

**MSSCA is an equal opportunity employer and we value diversity. All employment is decided on the basis of qualifications, merit and consumer need.**

## Mat-Su Services for Children and Adults

**JOB TITLE:** Direct Service Provider I

**EMPLOYMENT TYPE/CLASSIFICATION:** Non-exempt

**HOURS OF WORK:** The supervisor will direct the quantity of hours per week as the job duties demand based on the needs of the consumer.

**DEPARTMENT:** Community Supports

**POSITION REPORTS TO:** Frontline Supervisor

**SUPERVISORY RESPONSIBILITIES:** None

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**Core Values:** Person-centered, Choice, Respect, Excellence, Advocacy and Teamwork

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**Position Summary:** Under the supervision of the Frontline Supervisor, the DSP-I 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-I will:

- 1) Health and Safety - Provide ongoing monitoring of the health and safety of MSSCA consumers.
- 2) 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.
- 3) Positive Behavioral Supports - Use Positive Behavioral techniques emphasizing relational, communication and conflict resolution skills to reduce the need for restrictive interventions.
- 4) Transportation - Provide transportation needed to support consumer activities in employee personal or agency vehicles.
- 5) Documentation - Demonstrate the ability to document, both electronically and in writing, for effective and efficient documentation, reporting and communication.
- 6) Be a mentor and participate in job shadowing, teaching and training for Direct Service Providers,

**Specific Duties:**

1. **Health and Safety:** Provide ongoing monitoring of the health and safety of MSSCA 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.
- Maintain a constant level of alert to be able act safely on behalf of themselves, consumers, and co-workers.

**2. 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.

- 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 supports.
- Document participation in HPOC related activities and consumer progress toward objectives.
- Support consumers to live in safe homes in neighborhoods of their choosing by identifying and remediating 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.

**3. Positive Behavioral Supports:** Use Positive Behavioral techniques emphasizing relational, communication and conflict resolution skills to reduce the need for restrictive interventions.

- Use Positive Behavioral Support 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 individualized service plan.
- 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.

**4. Transportation:** Provide transportation needed to support consumer activities in employee personal or agency vehicles.

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

**5. Documentation:** Demonstrate the ability to document, both electronically and in writing, for effective and efficient documentation, reporting and communication.

- Document consumer progress toward their goals via daily tracking sheets and progress notes.
- 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.

**6. Be a mentor and participate in job shadowing, teaching and training for Direct Service Providers:**

- Educate co-workers and community members about issues by providing information and support and facilitating training.
- Utilize, become proficient, and share knowledge on concepts taught in courses through the College of Direct Support.

**Job relations/Professional Interactions/Communication:**

- Adhere to and provide services in accordance with agency's policies and procedures, mission, and core values.
- Work as part of a team; show maturity and leadership in interpersonal staff relationships and assist others on the team.
- 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 employees, consumers and individuals throughout the agency.
- Use people first language in interactions with staff and consumers.
- Maintain employee and consumer confidentiality at all times.
- Utilize agency's conciliation process for individuals supported by the agency.
- Participate in agency meetings, committees and individual planning meetings as requested or scheduled.
- Adhere to state mandated reporting requirements for consumer abuse and neglect and act to prevent abuse, neglect, and exploitation of consumers.

**Minimum Qualifications:**

- **Education:** Must have a high school diploma, GED, or demonstrate ability to read written instructions and make appropriate documentation. Must possess the ability to communicate with the recipient which s/he is assigned, and with his or her supervisor.
- **Experience and Skills:** Must be 18 years old. Time management and organizational skills are required for success in this position.
- **Licensure, Certification, Registrations and pre-hire requirements:** A current TB test, valid Alaska driver's license with two (2) years licensed driving experience, and proof of automobile insurance must be submitted prior to employment. Successful candidates must submit to a

criminal background check as required by state regulation which includes providing one clear fingerprint card before hire. Candidate must also provide five verifiable references.

**Beneficial additional education, experience, training and/or documented skills in one or more of the following:**

- Additional education or training in human services or a related field.
- Credentials from the National Alliance for Direct Support Professionals.
- Training and/or experience in Positive Behavioral Support skills.
- Training and/or experience assisting people with alternative nutritional intake methods. (G-tube; J-tube)
- Training and/or experience as a qualified sign language interpreter.

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

Required trainings provided by MSSCA:

• Welcome to MSSCA new hire orientation	• Body Mechanics
• HIPAA (annually)	• Mandatory Reporting Requirements
• Driver Safety (every 3 years)	• Employee Safety
• Connecting to MSSCA	• Anti-Harassment & Diversity
• Assisting with Medications	• Provider Tools & Rules
• Documentation Training	• Therap Training
• Blood Bourne Pathogens (annually)	• CPR for Adults and Children (every 2 years)
• First Aid (every 2 years)	• Mandt (annually)
• IT Security Awareness (annually)	• Intermediate Computer
• Required CDS core curriculum courses assigned by position.	

**Other requirements:**

- **Interpersonal:** Ability to interact with management, supervisors, staff, consumers and families in a courteous and respectful manner. Must be able to take direction from supervisor and follow through with requests.
- **Attendance:** Must be able to consistently and punctually report to work as scheduled. Must be able to consistently work the full scheduled hours necessary, as defined by the supervisor, to perform the primary functions of the position.
- **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. Bending, squatting, stooping, kneeling, twisting, pushing, pulling and reaching are required. Must be capable of: lifting up to 50 lbs; physically manage individuals who must be lifted or repositioned. Must be physically capable of performing CPR and MANDT techniques.
- **Emotional:** Must maintain appropriate professional and ethical boundaries when dealing with consumers, secondary consumers, staff, and community members. Must recognize limitations, provide services only within area of competency and utilize appropriate referral resources. Must be able to maintain a professional public demeanor, even under stressful circumstances and when dealing with individuals in crisis.
- **Sensory:** Must possess typical or corrected vision that allows for driving in various lighting conditions; reading handwriting of varying legibility and reading from computer screens. Must be able to articulate clearly when communicating verbally. Sense of hearing must allow for

effective communication with a wide variety of individuals, including those who have strong accents or difficulty articulating clearly.

- **Cognitive:** Must possess the ability to read and follow written instructions, understand and clarify verbal instructions, write legibly and effectively document on progress notes, both on paper and electronically. Must possess problem solving skills to assure the health, and safety of individuals served and appropriate service delivery. Must be able to recognize and ask for assistance when needed.
- **Language:** Must possess the ability to communicate clearly and effectively, both orally and in writing, with a diverse range of people.
- **Math and computer skills:** Must be able to perform simple math functions (add, subtract, multiply and divide) in order to accurately complete timesheets and progress notes. Must have computer skills adequate to access and work in various computer and web based programs (eg., Therap and WhenToWork).

**Work Environment:**

- **Environment:** Driving with various road conditions may be required with exposure to a variety of temperatures and walking surfaces. Noise, lighting, and odor levels will vary depending on the community location in which the services are delivered.
- **Hazards:** May have exposure to blood and body fluids during the performance of job duties. This position may require de-escalating verbally or physically aggressive individuals, according to identified procedures. Unpredictable interactions with community members are also possible

**Disclaimer:** This job description 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 job description and understand the essential functions and qualifications of the job.

**Print Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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