



## Direct Support Personnel

### **Job Description: Direct Support Personnel**

All employees are responsible for knowing, internalizing and demonstrating STEP's core values of communication, teamwork, creativity, and respect as well as the principles of valuing individuals and teaching while performing all job functions. This must be demonstrated through actions and interactions with the people STEP serves, coworkers, visitors, and all other contacts.

#### **Personal Qualifications:**

- Must be at least 18 years of age and be a high-school graduate or have a completed General Education Diploma (GED).
- Must possess a current valid Minnesota Driver's License and have been consistently driving for two or more years.
- Experience with individuals diagnosed with developmental disabilities and/or mental health issues is preferred.
- Must receive a "not disqualified" status as a result of a Minnesota Department of Human Services background study. If at any time a "disqualified" result occurs, employment will be terminated.
- Must follow the provisions of the Vulnerable Adult Act (Minnesota Statutes, Section 626.557) as well as licensing requirements and certifications.
- Must not have a history of, or current physical limitations, that would prevent carrying out the essential functions of the position.
- Must follow philosophy of person-centered services.
- Must be able to lift 50 pounds.

#### **Responsibilities of the Position:**

- Responsible for consumers within the assigned area and throughout the facility during scheduled work hours.
- Ability to assist individuals to the extent necessary with self-care needs such as using the restroom, dressing, assistance with eating, washing hands, etc.
- Conduct individual and group programs/activities to assist clients to keep, learn, or improve skills and functioning (habilitative programs) according to the needs of the area.
- Communicate necessary, accurate, and objective information orally and in writing to the appropriate person(s). Ability to write legibly when completing necessary reports and documentation, to read and comprehend documents, to perform simple mathematics, to record data, and to complete reports as necessary.

#### **Essential Functions of the Position:**

- Ability to report to work in a regular and predictable manner.

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- Ability to lift, move, and position non-ambulatory consumers with the assistance of a transfer belt and/or battery-operated lift.
- Ability to bend and lift frequently.
- Ability to respond physically and therapeutically to highly-anxious and/or combative consumers.
- Ability to implement and accurately chart individual program objectives.
- Ability to respond to medical emergencies, including providing first aid and cardiopulmonary resuscitation (CPR).
- Ability to safely operate passenger vehicles. Must have a driving record clear of revocations, suspensions, and cancellations for the past 3 years (except for unpaid parking tickets) plus be insurable with STEP's current vehicle insurance policies.
- Ability to communicate orally and in writing with consumers, coworkers, and both internal and external customers.
- Ability to read instructions, program plans, and policies and act accordingly as specified in the written materials.

### **1. Ability to Follow Various Organizational Work Rules, Policies, and Procedure Expected Performance**

- Complies with organizational work rules, policies, and procedures.
- Performs other reasonable duties as requested.
- Completes the necessary training in order to remain current according to licensing and agency standards.
- Maintains attendance, health, and hygiene.
- Is punctual to work and meetings and is willing to participate in meetings and remains attentive until the meeting is done.

### **2. Promotion of Professional Behavior With Customers (Internal and External) Expected Performance**

- Recognizes STEP as a place of business and acts as a role model to coworkers and the people we serve.
- Maintains a professional demeanor and appearance.
- Makes customer needs a priority.
- Communicates well including active listening and appropriate emotional responses.
- Demonstrates positive and helpful interactions with others and remains positive/supportive during challenging situations.
- Follows up on commitments, requests, questions, and complaints.
- Knows and practices professionalism.
- Takes responsibility to problem solve and/or refer to the appropriate person when unable to assist a customer.
- Learns from experiences and applies them to future situations.

### **3. Teamwork: Works Cooperatively With People of Different Backgrounds and Beliefs While Sharing a Common Purpose/Goal, and Interacts to Produce High-Quality Results**

- Works well with others while assuming a variety of roles (leader, follower, facilitator) and is able to move into an alternative role when necessary (e.g., van driver, job coach).

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- Seeks opportunities to build team effectiveness by developing cooperative relationships, exchanging ideas, and preventing/resolving problems with others.
- Sensitive to the needs of others and effectively communicates with others to solve problems.
- Does not bring up old issues that have been resolved, does not get involved in others' conflicts, and promotes collaboration.
- Takes direction from others and sets personal agendas aside for the success of the team.
- Is willing to be present during difficult times and work together to complete less-than-desirable tasks.

### **4. Decision Making/Problem Solving: Ability to Make Independent Decisions on Delegated Responsibilities**

#### **Expected Performance**

- Challenge decisions internally and professionally, accept decisions once made, and speak positively in public regarding STEP.
- Gathers necessary information and makes decisions in the best interest of the consumers and organization based on various resources, sound judgment, instinct, and previous experiences.
- Able to prioritize, organize, and complete various tasks and responsibilities.
- Anticipates the short- and long-term consequences of own decisions.

### **5. Assists Consumers to be Involved to Their Fullest Abilities, Recognizing Each Individual's Preferences, Rights, Privacy, and Dignity**

#### **Expected Performance**

- Consistently implements effective habilitation programs and completes all assigned documentation on a regular basis.
- Adapts equipment, schedules, and tasks to allow consumer participation in vocational and habilitative programs to the highest level of independence.
- Assists with assessment and development of new program goals as consumers achieve success.
- Develops positive relationships with consumers.
- Supports/encourages consumers to do for themselves.
- Uses effective communication skills and includes consumers in conversations and refrains from discussing others/personal issues in front of other people.
- Recognizes and follows rules of confidentiality and ensures negative or private information is not shared in front of others.
- Uses respectful communication and tone when talking to or about consumers.

### **6. Promotes and Ensures Safety of Others While Providing Services**

#### **Expected Performance**

- Ensures awareness of each consumer's Individual Abuse Prevention Plan (IAPP) and reports to the program manager changes in consumers that could affect the IAPP.
- Uses negotiation, redirection, persuasion, and confrontation-avoidance techniques to de-escalate conflicts and influences behavior through behavior-shaping strategies to ensure a win-win resolution.

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- Is aware of the environment and actively searches for potential safety concerns and reports to the appropriate person.
- Maintains ability to drive and completes driving assignments according to transportation policy.

**7. Knowledge of U.S. Department of Labor Wage and Hour Division Regulations According to Each Individual Position Expected Performance**

- Actively participates in consumer reviews and time studies and follows through with correct documentation.
- Is aware of the basic regulations and is willing to follow them to the best of his or her ability.
- Accounts for all of the consumers' work time, both piece rate and hourly, when at STEP.
- Maintains accurate bookkeeping records and computer entries for labor and inventory.

**8. Position Specific Responsibilities--Direct Support Personnel Expected Performance**

- Assists the team coordinator in developing a schedule of activities and getting necessary supplies.
- On a regular basis, reviews and ensures proper follow through of procedures/protocols.
- Assists the team coordinator in training new staff.
- Practices "active treatment" when interacting with consumers.
- Completes duties/activities assigned by the team coordinator and supervisors.
- Assists with the development of task analysis, job modifications, training, and vocational goals for consumer employment in community settings.
- Advocates for and develops positive relationships with community-based employers, ensuring work is completed to their satisfaction.
- Makes daily written and computer entries for accurate bookkeeping of consumer payroll.
- Willing to work evenings and/or weekends if the employment site requests.

**9. Additional Duties**

**Expected Performance**

Additional duties assigned:

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- Completes the above additional duties as assigned.
  - Independently initiates tasks.
  - Demonstrates leadership in these areas for coworkers.

This generally reflects the guidelines necessary to define the primary functions of the position. The above statements will not be construed as a comprehensive description of all the work tasks that may be required, and the employee may be required to perform additional duties as assigned.

**Supervision Received:** Direct Support Personnel follow guidelines from the Team Coordinator. Direct Support Personnel are under the primary supervision of the Program Director. Overall

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responsibility is to the Executive Director.

**Signatures:**

Employee	Date
Program Director	Date
Executive Director	Date