

Full-time Direct Support Professional – Residential

Job Description

Title

Full-time Direct Support Professional – Residential Programs

Department

Various Support Locations

Reports To

Program Supervisor of Support Location

Original Date:

Revised Date: May 1, 2017

Summary

Reporting to the Program Supervisor the Direct Support Professional provides care to adults living with a primary Developmental Disability and secondary disorders. The Direct Support Professional is also responsible for case management which falls within the Ministry of Community and Social Services guidelines. The Direct Support Professional works collaboratively with agencies and community groups, as well as provides support to other staff.

Core Competencies

- Advocating for others
- Collaboration
- Creative problem solving and decision making
- Fostering independence in others
- Initiative
- Interpersonal relationships and respect
- Resilience

Threshold Competencies

- Flexibility
- Self-Control
- Service orientation
- Values and Ethics

Essential Duties and Responsibilities

The physical and cognitive demands described here are representative of those that must be met by an employee to successfully perform these ***essential duties and responsibilities*** of this job. Accommodations may be made to enable individuals with disabilities **to perform the essential functions.**

Cognitive Demands

- Daily use of sensory skills (vision, touch, balance, hearing and speaking) is essential for observation and communication
- Ability to work with many different types of people, to be empathetic and caring in emotional situations
- Ability to work both indoors and outdoors and attend community events, functions, activities
- Attention to detail and ability to sequence
- Orientation to person, place, and time and ability to focus on specific stimulus
- Long-term, semantic and declarative memory is required to recall training, technical skills, client handling and use of equipment/material
- Must be able to monitor schedule and prioritize tasks
- Attend staff training session for training courses essential to the health and safety of self, co-workers and supported persons. [i.e. ABA]

Physical Demands

- Pushing, Pulling, Twisting, Bending may be required on a low or medium to high frequency for each shift [depending on site location]
- Sitting, Standing, Walking may be required on a moderate to high frequency for each shift
- Lift / Carry 10-50 lbs may be required on a low or medium to high frequency for each shift [depending on site location]
- Quick response to potential threat may be required on a moderate to high frequency for each shift [not daily] [depending on site location]
- Quick response to evacuate premises and to potential environmental dangers [not daily] [depending on site location]
- Regular use of hands and fingers to manipulate objects or equipment or to handle and feel to be able to provide care
- Operate / ride in a vehicle safely
- Attend staff training session for non-violent crisis intervention. Demonstrate ability to use physical techniques in annual training. (not daily)

- Attend staff training sessions for First Aid and CPR. Demonstrate ability to perform First Aid and CPR in staff training sessions. (not daily)
- Must be able to apply First Aid and perform CPR as necessary
- Assist individuals with transportation in case of an emergency evacuation

Tasks [tasks identified with an asterisk “*” fall within essential duties]

- Must be able to attend to the assigned shift(s) and have a good attendance record
- Must be aware of and adhere to all CLGS Policies, Standard Operating Procedures, Guidelines, Program Reference Manuals and Collective Agreement.
- Must be able to physically and mentally remain alert and perform required duties as outlined in the Full-time Direct Support Professional job description and program specific assignment list.
- Drive a vehicle safely

Client related tasks

- Work closely with adults living with a developmental disability and additional disabilities.
- Communicate with and care for several clients in a group setting, alone and with one or more other staff.
- Co-ordinate and prepare necessary interviews, reports, records and compilation of information for the Life Plan process. Review and update outcomes of plans every 6 months or more frequent as necessary.
- Facilitate community involvement whether they are social in nature, recreational or vocational
- Treat each participant as an individual and encourage the personal and independent development of self. Take into account the choices, needs, and wishes of each client, involving clients in their own plans and day-to-day decisions
- Establish learning goals for individual clients with corresponding timeframes
- Create and deliver teaching procedures corresponding to a client's individual abilities, using methods appropriate to the established learning goals
- Teach appropriate life, social and vocational skills as determined by assessment and outcome planning
- Create and use visual supports as required to assist clients in managing their daily activities
- Assess client progress towards established learning goals
- Assess and document client capacity according to established protocol
- Assist clients with all issues related to their disability, including coping skills
- Develop and deliver social stories to clients
- Understand and follow individual behaviour programs for clients
- Observe and document client behaviour, changes/problems, signs of distress and submit verbal and written reports to the supervisor and other staff
- Assist individuals with dressing, tying shoes etc.
- Safe use of lift system for lifting individuals in and out of wheelchairs.

** Assist clients with personal hygiene ranging from verbal cues to assisting with toileting and bathing, including assistance with getting to and from the washroom, in and out of a tub or shower.

** Assist clients with the safe administration of medication / administration of medication

- Plan and enact behaviour and health protocols
- Oral medications, suppositories and topical medications may be required
- Document and check medications dispensed
- Store medications according to protocols i.e. in locked cabinets
- Update medication information sheets / records
- Attend medical appointments with the participant when needed
- Notify all staff immediately of any changes in medication

Household tasks

- Do daily laundry for residents and house linens
- Carry laundry up or down stairs
- Store clean laundry
- Carry laundry supplies such as five-gallon pails or soap into the house on delivery days (not daily)
- Follow assignment list to daily clean the house including wiping spills, sweeping, mopping, vacuuming, wiping tables, wiping counters and glass, cleaning washrooms and kitchen areas according to established guidelines with disinfectant. Disinfect surfaces, switches and doorknobs.

** Check water temperatures following guidelines.

- Create and deliver diet tailored to individual clients
- Prepare and organize meals for individuals with other staff, following safe food handling guidelines
- Supervise clients during meals
- Clean up after meals
- Wash dishes by dishwasher or by hand
- Take care to disinfect surfaces properly
- Grocery shopping on a weekly basis for the house
- Carry groceries and house cleaning supplies into the house, up or down stairs or ramps and put items in house storage locations

Health and Safety tasks

- ** Ensure the clients' safety in their home and out of their home
- ** Physically assist and support individuals that may suffer from seizures or are acting out. Physical intervention with a client requires two staff working together, as it cannot be done by one staff. Staff may be required to do interventions for physical outburst by individuals if they may hurt themselves or other individuals, following NVCPI techniques
- ** Some residents may have to be physically moved to a secure safe room, with another staff, and monitored from outside the room by staff while holding a door switch. Not daily, staff may also have to use physical techniques o break holds, bites, or choking actions, on themselves or others, following NVCPI techniques
- ** Monitor safety of clients continuously with other staff. Ensure clients are in the area. Door buzzers are utilized should a client try to leave a program
- ** Guard clients from performing risky behaviours such as eating foreign substances.
- ** Keep chemicals and medicines secure at all times in locked cabinets
- ** Store household garbage, biochemical garbage and recycling outside, and bring garbage to the curb on collection days (once or twice weekly)

- Keep staff areas tidy and secure
- Check door alarms on a regular basis
- Follow health and safety procedures – including start-ups
- Complete safety checklists and report problems in writing to the house supervisor.
- Shovel and clear walkways especially during the winter months to ensure safety and adequate fire exits. Spread salt as necessary

- ** Conduct / supervise / participate in monthly fire drills and record as directed by Supervisor

- Start emergency generator in power outage following the established procedure
- To prevent any situation which could injure a participant/staff; to report any injury and take appropriate action; apply first aid as may be necessary.

Vehicle/Transportation

- Operate and drive agency vehicles according to agency operational policies – wheelchair van, mini-van or other.

**** Relationships**

- Escort and stay with clients in the community, at community activities or at a day program
- Support workers are responsible for building and maintaining relationships with the individuals' guardians / family, health professionals, community organizations and other professional agencies
- Support workers plan and follow-up on community activities and awareness.
- Explain teaching programs and client progress towards learning goals to client family members, agencies and colleagues
- Work with staff at various agencies to understand client needs and provide quality case management on a situational basis
- Assist staff as required with resolving client behavioural issues, immediate and long term

Administrative tasks

- Is assigned to various duties and client routines during the shift [as per the assignment sheet]
- To follow When to contact the On-call supervisor guidelines
- To do required reports a directed – responsible for maintaining files and programs of one or more clients during shift
- To communicate all events of the shift in the day book
- To record all contacts in each individual's contact records
- To follow-up on assigned duties as per shift assignment sheets
- To follow-up on duties as assigned by the Supervisor
- To assist in orientation of new participants, staff, volunteers and students
- To contact the management on call, in the absence of the supervisor of the program, if an emergency situation arises
- To attend and participate in staff meetings. To assume full responsibility as a member of the staff team
- To prepare necessary reports and referrals to other programs as directed by the Supervisor
- Participate in regular supervision and a yearly performance evaluation
- Maintain user service confidentiality at all times, unless disclosure is specifically authorized
- Any other related duties as assigned

Supervisory Responsibilities

This job has no formal supervisory responsibilities; however, Support Workers are expected to assist with orientation and guidance of new team members and students. Support Workers generally do not have their supervisors on site during the evening and night shifts and workers are required to use sound judgment when accessing the on-call supervisor.

Work Conditions

- Rotating shift work; Days and Afternoons - nightshift may be required on occasion
- Weekend shift work as per the Collective Agreement – Monday to Friday Support Workers
- Weekend shift work - Weekend Co-ordinator Positions
- Travel may be required
- Manual dexterity required to use desktop computer and peripherals
- Ability to attend and facilitate individual person centered plans
- Physical fitness sufficient to deal with client behavioural issues as required
- Overtime may be required
- Be aware of and adhere to all Community Living Greater Sudbury Policies, Collective Agreement and other CLGS guidelines such as client and program reference manuals
- Be aware of and work in compliance with the provisions of the Health and Safety Act and Regulations

Employee Name [print]: _____

Employee Signature: _____

Date: _____