

**DIRECT SUPPORT PROFESSIONAL (DSP)  
JOB DESCRIPTION**

**PURPOSE/INTENT:** A sincere desire and motivation to provide quality therapeutic services to men and women with developmental disabilities. The ability to work cooperatively and professionally with a team, striving to improve the quality of life for the people served at Aveyron. Employee must consistently teach, educate, train, guide, learn, plan, work and coordinate the following skills: living, social, community, and work skills to enhance the well-being of persons with developmental disabilities as they make progress toward responsibility and independence. This job/position exists to effectively help meet the needs of the individuals being served.

**ACCOUNTABILITY:** The Direct Support Professional is directly responsible to the Program Coordinator, then to the Program Director and ultimately to the Executive Director.

**HOURS WORKED:** This may be a full or part time position. Employment includes every other weekend and some holiday shifts. Scheduled hours will be shared with the individual employee, and typically include a two-week, rotating pattern. Aveyron reserves the right to adjust hours as needed for the success of the organization and/or safety of the clients. Employee will also be considered "on-call" and contacted as needed to fill in shifts in addition to those regularly scheduled. *\*If the scheduled on-coming staff does not report for work, the employee on duty at that time, must remain at work until a replacement staff can be found (for locations where client(s) require ongoing supervision).*

**APPLICANT NOTICE:** This information has been adapted from guidelines established by the U.S. Department of Labor and can be used to increase the safety and productivity of the workplace by helping more accurately match employee ability with the demands of the job. Employee and employer must follow all the laws, rules, policies, and procedures in regard to the Department of Human Services/Health, OSHA, EEOC, and all other Federal, State and local governments. Aveyron reserves the right to change the job description/duties at any time, as necessary for the successful operation of the organization.

**QUALIFICATION STANDARDS/REQUIRED FUNCTIONS**

- Be at least 18 years of age or older.
- Have a valid driver's license – DOT checks may occur.
- DHS background checks will occur. Reference checks with former employers, law enforcement agencies and county agencies may occur. Applicant must pass all checks and not be excluded from federal health care programs.
- Email – Every staff must provide an email address for company communication and possess ability to perform basic functions related to email communication. Email addresses will be published in the Aveyron Mandated Reporters listing, which is posted at all Aveyron sites and in the Policy Manuals.
- May not be under the influence of illegal drugs or alcohol while on paid company time.
- Must have the skills necessary, including literacy, to communicate effectively with clients and co-workers.
- Must possess and maintain emotional/mental health in order to provide a stable/secure environment for clients.
- Must complete and successfully pass 1<sup>st</sup> Aid training as needed per licensing standards.
- Must complete and successfully pass Aveyron's Medication Administration training as needed per licensing standards.
- Able to bend, stoop and twist in order to complete household cleaning and other necessary tasks. Capable of moving, lifting, and operating various household tools, utensils and equipment. Able to stand, walk and negotiate stairs over an eight-hour period.
- Capable of safely lifting a minimum of 30 pounds without difficulty and safely maneuver medical equipment such as residents' wheelchairs, shower chairs, etc.

**I HAVE READ THE DSP JOB DESCRIPTION AND AM AWARE OF AND UNDERSTAND THE RESPONSIBILITIES.**

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EMPLOYEE (PRINT) NAME

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EMPLOYEE SIGNATURE

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DATE

## DIRECT SUPPORT PROFESSIONAL

### PROGRAM

RESPONSIBILITY: To follow and understand facility policies and procedures. *Performance will be up to standard when:*

- A. The policy manual is used as a resource and referred to when questions arise.
- B. Emergency policies are reviewed every other month.
- C. Blood Borne Pathogen training is reviewed annually.
- D. Emergency Use of Manual Restraints Policy is reviewed annually.
- E. General Event Reporting Policy and General Event Report forms are reviewed and completed appropriately.
- F. The Vulnerable Adult Policy is reviewed annually and the Maltreatment of Minors Act is reviewed as needed, annually.
- G. The Service Recipient Rights is reviewed annually per licensing standards.

RESPONSIBILITY: To respect and assure individual service recipient rights are met. *Performance will be up to standard when:*

- A. The individuals are treated with respect and equality.
- B. Individual Service Recipient Rights are observed.
- C. Knows Service Recipient Rights (all homes, per licensing standards) and where they are located.
- D. All Service Recipient Rights issues are reported to supervisor.

RESPONSIBILITY: To assist individuals in creating and maintaining a home. *Performance will be up to standard when:*

- A. Clients' chores are carried out by teaching, assisting, supervising and praising any and all efforts made.
- B. Clients are assisted in making purchases for decorating their bedrooms.
- C. Meals are served family style, unless special dietary circumstances necessitate alternative plan.
- D. Assist with individual's laundry and assures beds are made/changed as needed, at least weekly.
- E. Assist clients with room cleaning on a weekly basis or as per individual program plan, attempting to make it a learning experience.

RESPONSIBILITY: A positive atmosphere will be encouraged. *Performance will be up to standard when:*

- A. Clients are involved with positive programming.
- B. Positive interactions occur with all individuals.
- C. All socially acceptable behaviors are reinforced.

RESPONSIBILITY: To assure individual's wardrobe and accessories are updated and maintained. To assure individuals are neat and clean at all times. *Performance will be up to standard when:*

- A. Seasonal clothing is packed away/unpacked as needed.
- B. Purchases are made within the individual's budget, ensuring a reasonable wardrobe is maintained.
- C. Clothing needing mending and requests to replace all outdated items is brought to the attention of supervisor.
- D. Individuals are assisted with making hygiene purchases as needed and have adequate supply on hand. This includes: deodorant, toothpaste, toothbrush, comb, brush, shampoo, soap, etc.
- E. Individuals are well groomed.

RESPONSIBILITY: To provide active treatment to all individuals living in the home. *Performance will be up to standard when:*

- A. Individuals are counseled with everyday problems as they arise.
- B. Individuals are continuously encouraged to participate in meal preparation and clean-up, household tasks, money management, community integration, planning activities and independence of clients is encouraged at all times.
- C. Individuals are given opportunities to make choices in their day-to-day life.

RESPONSIBILITY: To implement and chart accordingly on all individual programs and maintenance charts. *Performance will be up to standard when:*

- A. Programs are implemented per written instructions and documented accurately/routinely.
- B. T-Logs are completed for all individuals at the end of each shift.
- C. Baths are completed as scheduled and/or per program plan.

- D. Oral hygiene (brushing/flossing) is completed with individuals per program plan or health care recommendations.
- E. Confidentiality and HIPAA standards are maintained, including but not limited to, *THERAP* documentation.

RESPONSIBILITY: To know, understand, and implement all behavior management programs as written. *Performance will be up to standard when:*

- A. Follows all behavior management programs and procedures/methodologies/interventions.
- B. Able to identify signs of agitation and use the least restrictive intervention possible, as part of written program plan.
- C. All observations/interventions of target behaviors are charted in T-Logs.

## **ADMINISTRATION**

RESPONSIBILITY: To be aware of any behavioral/physical changes of all individuals living at any Aveyron home; will notify Program Coordinator, Program Director, Health Care Coordinator or Executive Director as appropriate. *Performance will be up to standard when:*

- A. Staff communication notes are read prior to working any shift and each entry initialed when read.
- B. T-Logs from previous shifts are read on all clients.
- C. Consults permanent medical and program files as necessary.
- D. Documents in appropriate area, any physical and/or behavioral changes in any individual and follows chain of command in contacting Program Coordinator, Program Director, Health Care Coordinator, or Executive Director as appropriate. (Alerting them to the change)

RESPONSIBILITY: To assist individuals in maintaining contact with family and friends. *Performance will be up to standard when:*

- A. Assists with contacting family and friends in the community.
- B. Interactions with client's family members and friends are positive and supportive.
- C. Follows client program authorization consent form allowing only those authorized to take client on therapeutic leave.
- D. Program Coordinator, Program Director and/or Executive Director are relayed any concerns raised by family members.

RESPONSIBILITY: To assist and/or initiate the planning, coordination and follow through to involve individuals with both in-house and community activities. *Performance will be up to standard when:*

- A. A wide variety of activities are offered to individuals from which to choose and recorded on leisure form.
- B. Clients are encouraged to plan a variety of activities utilizing 1:1 with small groups and with peers outside of Aveyron.
- C. All client activities are monitored and closely supervised, assuring client's CSSP, CSSP Addendum, Individual Abuse Prevention Plan and Intensive Support Services Assessments are followed.
- D. Actively participates in clients' activities.
- E. Suggestions for large activities are submitted to the Program Coordinator on a Vacation Request Form.
- F. Encourages community active treatment.

RESPONSIBILITY: Accurately spend and account for purchases. *Performance will be up to standard when:*

- A. Individuals are assisted in making purchases and managing their cash on hand, avoiding insufficient fund issues.
- B. Check and debit card amounts are recorded in checkbook ledger for every client and each entry is initialed and balanced.
- C. Cash on hand ledger is kept up to date for all individuals and checked each shift.
- D. Receipts are obtained and placed in receipt envelope for all client purchases.

## **PHYSICAL PLANT**

RESPONSIBILITY: Maintain systems related to facility and general upkeep. *Performance will be up to standard when:*

- A. Minor housekeeping tasks are completed on an as needed basis; dusting, vacuuming, washing floors, walls as needed, cleaning bathrooms, tubs/showers, toilets, sinks, kitchen area and appliances, changing light bulbs, paper towel dispensers, liquid soap, etc.
- B. Able to locate items in all facility storage areas and keeping them organized and clean.

- C. Any items in need of repair are reported to the Program Coordinator and a Work Request Order will be emailed to the Education/Property Manager.
- D. Cleaning supplies are returned to appropriate storage area after use.
- E. Notes are left in communication book of any needed supplies.
- F. The living areas are picked up before the end of each shift, encouraging client participation.
- G. Facility vehicle is washed and vacuumed as needed. Put gas in the vehicle as needed.

RESPONSIBILITY: To assist in promoting and maintaining a safe environment at the home. *Performance will be up to standard when:*

- A. The Program Coordinator, Program Director, Education/Property Manager and/or Executive Director are notified immediately regarding any safety issue with the individuals living in the home and necessary paperwork is completed.
- B. In the event of an actual emergency; Emergency Response, Reporting and Review policy and procedures are followed per facility policy.
- C. All significant and minor events are logged. All events are documented on a general event report prior to the end of shift.
- D. Program Director and all interdisciplinary team members are notified within 24 hours of a significant event. The Health Care Coordinator is notified, when necessary, as defined in the General Event Report Policy and Emergency Response, Report Policy and Procedures.
- E. In the event that an Emergency Use of Manual Restraint is implemented, all paperwork is completed and Program Director is notified prior to end of shift. Follows through with P.D. directives.
- F. Monitors all individuals' well-being and immediately reports any suspicion of abuse and/or neglect using the prescribed procedures.
- G. All walkways/steps are free of snow and ice (shoveling and salt utilized as needed).
- H. The garage is maintained in an orderly fashion and cleaned/swept regularly.
- I. Fire and tornado drills are completed as assigned, completing appropriate forms following the drill.
- J. Client's CSSP, CSSP Addendum, Individual Abuse Prevention Plan and Intensive Support Service assessments are followed.
- K. The house is locked (all doors) each night and when away from home. Door chimes are used in homes that are designated to use them, per client's CSSP, CSSP Addendum and Individual Abuse Prevention Plan and Intensive Support Service Assessment.
- L. All medications are to be kept locked and keys to medications are kept with the staff on duty at all times, or the keys are locked up when not in use.
- M. All personal medications, vehicle keys, money and valuables are locked and not accessible to residents.
- N. Respond to individuals who awaken during the night and ensure that their needs are met.

RESPONSIBILITY: Complete purchases of items for the home. *Performance will be up to standard when:*

- A. All purchases have been approved for the home.
- B. Submits tax exempt number to vendor with each purchase.
- C. Follows procedures of vendor for charging items/supplies.
- D. Represents facility in a responsible manner when making purchases.
- E. Saves all receipts or proof of purchases. Must initial all receipts for any purchases made and gives to the Program Coordinator.
- F. Follow and maintains the home's budget.

## **PERSONNEL**

RESPONSIBILITY: To complete all required training by due dates given. *Performance will be up to standard when:*

- A. Initial orientation of direct support staff to complete a minimum of 30 hours of orientation within 60 days of date of hire that combines supervised on-the-job training.
- B. All required in-services are attended, and required annual and on-going training is completed per policy. When unable to attend an in-service, must notify supervisor within at least 4 hours of start (meaning in advance of session). In-service reviews are completed in a timely manner.
- C. Completes First Aid training as required and if required; CPR per CSSP or CSSP Addendum.
- D. Completes annual and on-going training and demonstrate competency of the required training received and as determined by DHS. Complete any additional training, as recommended by Program Coordinator, Program

Director and/or Executive Director.

RESPONSIBILITY: To support and promote positive teamwork with fellow staff employed with Aveyron Homes and to maintain professional relationships with other providers. *Performance will be up to standard when:*

- A. Staff work together cooperatively and assist one another.
- B. Open and positive communication is maintained at all times.
- C. Constructive criticism is both accepted and given.
- D. Staff acts as positive role model for newly hired staff.
- E. Policy is followed for taking paid time off (PTO) and for taking unpaid time off of work.
- F. Complete and submit on-line time cards accurately by following company policies.

### **HEALTH CARE AND NUTRITION**

RESPONSIBILITY: Individuals are provided with daily, necessary health care. *Performance will be up to standard when:*

- A. There is a clear understanding of all individual's medical needs and conditions.
- B. All treatments are implemented per doctor or Health Care Coordinator orders.
- C. Program Coordinator/Health Care Coordinator are contacted regarding any client's health care needs as necessary.

RESPONSIBILITY: Attend individual's medical appointments, providing transportation, documentation and follow-up.

*Performance will be up to standard when:*

- A. Transportation is provided safely both to and from appointments.
- B. All medical referrals are completed prior to client appointments and a HIPAA form is completed with necessary information on the back of all medical referrals.
- C. Documents appointment in individual's T-Logs following the appointment.
- D. The Program Coordinator, Program Director or Health Care Coordinator are notified immediately if medical referral is not completed properly by vendor.
- E. Program Coordinator and Health Care Coordinator are notified of any new medication/treatment orders.
- F. Following all doctor appointments, for any new medication or treatments ordered, the client's pharmacy is notified and medication is obtained from the pharmacy.
- G. All doctor's orders are transcribed onto the medication administration record, PRN and/or treatment tracking sheet/logs. All orders are documented in the client's T-Logs and communicated to all staff in the communication notes.
- H. All completed medical referrals are placed in the Program Coordinator's file for review.

RESPONSIBILITY: Administer and handle all medications according to Aveyron Homes' policy and current regulations.

*Performance will be up to standard when:*

- A. All medications are administered and documented in accordance with regulations and policy.
- B. Medical supplies and medications are stored properly and in compliance with current regulations.
- C. Follows policy of ordering medications; ensuring a 10-day supply is on hand.
- D. The Program Coordinator, Health Care Coordinator and/or Pharmacist are informed immediately of any problems or needs regarding medications, labels and/or supplies.
- E. Administers PRN (as needed) medications, and standing order medications, as criteria for each are met.

RESPONSIBILITY: Assure that all individuals' nutritional needs are met. *Performance will be up to standard when:*

- A. Meals are prepared and individuals are assisted in the preparation of all meals to provide a balanced diet while respectfully acknowledging likes and dislikes of individuals.
- B. Special diets are followed as prescribed per physician's order.
- C. Leftovers are disposed/stored properly.

### **OUTSIDE CONTACTS**

RESPONSIBILITY: Communicate effectively, professionally and openly with support services. *Performance will be up to standard when:*

- A. Day program communication is reviewed each day upon individual's return from the day program and all

necessary information is shared and all requests are responded to.

- B. Aveyron Homes is represented in a professional manner when interacting with client's interdisciplinary team members.
- C. Appropriate information is provided to ensure that individuals receive quality of services coordinated by client's support services.

### **OTHER DUTIES**

RESPONSIBILITY: To maintain a healthy body. *Performance will be up to standard when:*

- A. Works scheduled hours on a regular basis.
- B. Able to demonstrate ability to escort or restrain clients to protect their health/safety without placing themselves at risk of injury.
- C. Maintains emotional/mental health to provide stable role model, positive emotional environment and security for clients.
- D. Performs other duties as requested by Executive Director, Program Director and/or Program Coordinator.

Updated: 6/29/2022