



## Direct Support Professional Job Description

The Mission of EON is to PROVIDE PERSON SERVED SUPPORT IN... achieving valued social roles, discovering, and contributing gifts and talents, growing in relationships, having community presence, and making informed choices.

**POSITION:** Direct Support Professional (DSP)

**IMMEDIATE SUPERVISOR:** Community Support Supervisor (CSS)

**QUALIFICATIONS:** A high level of sensitivity to the needs of individuals with disabilities. Ability to exercise flexibility and assertiveness, have a positive work ethic, and manage crisis situations effectively and problem solve. Must be able to work without direct supervision.

Must also be able to meet the following qualifications:

- A. Possess a valid driver's license and meet qualifiers to be insured by EON's vehicle insurance provider.
- B. Must not be disqualified by appropriate criminal background studies.
- C. Complete all orientation and training needs as written in policy.
- D. Meet the physical requirements as outlined in this position description and physical assessment form. (pushing/pulling, lifting, bending etc.)
- E. Possess good oral and written communication skills and organizational skills.
- F. Able to read and write in English.

**GENERAL RESPONSIBILITY:** To implement and coordinate support services to the highest degree in order that persons served might be interdependent members and active participants within the community. To focus efforts on the role of consulting and mediating to facilitate realization of dreams and aspirations.

**HOURS WORKED:** May be full or part-time; hours are primarily scheduled during mornings, afternoons, evenings, weekends and/or overnights. The specific number and times of scheduled hours will be set upon hiring. The DSP may request a change in hours. The CSS may approve and/or mandate a change in hours based on program and individual needs. All persons in this position will be expected to work weekends and holidays.

**BENEFIT CATEGORY:** Hourly/non-exempt. See Personnel Policies for further clarification and benefits.

## **SPECIFIC COMPETENCIES:**

- I. To work direct care as scheduled by the CSS.
  - A. To work as scheduled, arriving on time and staying to the end of the shift. To follow the proper procedure for switching or filling a shift with other staff and having Supervisor approval.
  - B. To punch-in at the start of and punch out at the end of each shift and/or work period. Submitting requests for time off and for reimbursement of money spent in accordance with EON's policy.
  - C. To maintain person served confidentiality as outlined in EON's data privacy policy, social media policy, Health Insurance Portability Accountability Act, etc.
  - D. To advocate for the person served by honoring their individuality, preferences, desires, choices, balancing dignity of risk with health and safety, etc. To assist the person served in exercising their rights.
  - E. To be knowledgeable of and follow each of the person served assessments, plans or protocols to ensure their safety and that risk interventions are followed; to be knowledgeable of and follow their assessments, plans, or protocol information so that the person served are permitted as much independence and participation in tasks, activities, etc.
  - F. To implement specific programs, goals, outcomes and/or procedures as written which are designed to train person served in self-help, independent living, communication (verbal, written, communication device, sign language, etc.) and other skills as indicated in their Coordinated Service and Support Plan (CSSP) and Coordinated Service and Support Plan Addendum (CSSPA).
  - G. To implement emergency procedures and complete appropriate forms as scheduled or as needed, according to EON's policy. This includes conducting fire and storm drills as directed and accurately completing required documentation, as well as accurately reporting near misses and incidents.
  - H. To assist person served in dressing, grooming, hygiene, recreation, communication, and other daily living functions and to encourage person served to accomplish these tasks with as much independence and participation as possible.
  - I. To provide appropriate assistance to person served as needed. This includes waking the person served at the appropriate times for the day's activities (i.e. school, work, church, outings, etc.). To assist the person served with bedtime routines, administering medications, physical therapy, range of motion, etc. and to complete any unfinished tasks (laundry, cleaning, documentation, etc.), as needed.
  - J. To use proper techniques while lifting, transferring and using mechanical lifts. To lift according to site and/or EON's guidelines.
  - K. To use properly and assist the person served in the proper use of their adaptive equipment (walker, wheelchair, orthotics, eyewear, communication devices, stander, etc.).
  - L. To support individuals in preparing meals and/or snacks according to menus and recipes (conforming to person served dietary needs) by accessing items in cupboards and safely operating kitchen appliances and utensils; to store leftovers properly; to record the temperature of the meat/fish for the meal; to record any menu changes and to clean up after food preparation. For assisted living only, record congregate meals eaten.
  - M. To support individuals in cleaning the site according to policies and procedures and as needed. This may involve pushing a vacuum cleaner, sweeping, mopping, scrubbing floors, carrying laundry up and down the stairs, and similar tasks. To complete seasonal outdoor yard work, such as shoveling snow to keep the steps, walkways, driveway, and parking area clear of snow and ice.
  - N. To support individuals in performing laundry duties to ensure that the person served, and the site's laundry is washed, dried and put away in a timely manner and to inform the next shift of the status.

- O. To encourage and assist the person served in participating in recreation and leisure activities in their home; this includes participating with them as needed and encouraging them to try new activities in an age appropriate manner.
  - P. To assist the person served in accessing the community as indicated in their CSSP and CSSP Addendum; this includes assisting the person served in choosing appropriate community activities and being respectful of their documented preferences. To encourage and assist them in discovering new experiences beyond what is listed. To actively participate (as appropriate) in community activities with the person served (i.e. spiritual assembly, volunteering, memberships of organizations, and various other community activities).
  - Q. To assist the person served with communicating (verbally, by way of communication device, sign language, etc.) in the community. This includes educating and/or encouraging persons in the community to communicate directly with the person served and to interpret to/from the person served as needed.
  - R. To document person served programs, outcomes, and procedures correctly and accurately according to the methodology and implementation schedules.
  - S. To document in the person served T-Log's using the Antecedent-Behavior-Consequence method, SComm's, family contact sheet, etc., and to complete GER's, Emergency Use of Manual Restraints (EUMR's), seizure reports, and all other forms as needed. All documentation should be complete, accurate and occur in a timely manner (GER's and EUMR's within 24 hours).
  - T. To clearly communicate with coworkers as to the course of action; coordinating tasks, duties, outings, and the status of each person served for your shift. To document pertinent shift information and any additional information in the SComm's.
  - U. To properly use and keep track of the site (if applicable) and person served funds (cash, debit cards and/or checkbook) and receipts and document all money spent (in petty cash and/or checkbook ledger) according to EON's policies and work rules. To obtain receipts when possible or make one when not available (for example, pop machine) and to return all unspent cash, checkbooks, and receipts upon return from outing, vacation, etc.
  - V. To promote and maintain a friendly and pleasant work environment; this includes addressing your concern, opinion or disagreement with the co-worker directly involved to resolve any type of conflict; to eliminate workplace gossip by not participating in conversations about other EON employees; to inform the Supervisor of any unresolved problems and concerns and to provide encouragement and positive feedback to co-workers whenever appropriate.
  - W. To be able to operate a motor vehicle (EON's owned/leased vehicle and/or personal vehicle) and to be able to transport person served to and from school, work, community activities, medical appointments etc., safely (as outlined in EON's Policy) and obey all traffic laws. This includes properly and safely assisting the person served into the vehicle, operating the ramp/lift system, tie-downs, and seatbelts.
  - X. To monitor the vehicle for maintenance problems and alerting the CSS when issues arise; to refuel the vehicle, so that it does not fall below ½ full and obtaining a receipt and turning it into the supervisor; to tidy up the vehicle after each use and to clean both the inside and outside of the van periodically (or according to the cleaning schedule) to ensure it is kept well maintained.
- II. To administer medications and complete nursing cares, physical therapy, etc. as indicated by each person served health care providers and directed by the EON's nursing staff.**
- A. To attend and successfully complete medication administration training and annual review.

- B. To administer prescription and nonprescription medications as ordered by each person served physician, dentist, etc.
- C. To complete all nursing cares, physical therapy, occupational therapy, etc. as ordered by each person served physician, physical therapist, occupational therapist, etc.
- D. To assist the individual with ordering regular monthly medications and medical supplies so that there is an appropriate supply for current use as well as future activities such as vacations, etc.

**III. To assist in the orientation of new staff.**

- A. To assist in the orientation of new staff by training the employee in designated tasks as assigned and/or according to the orientation checklist.
- B. To provide assistance as needed to new staff after orientation is completed (providing direction, answering questions, etc.)

**IV. Other Duties**

- A. To be familiar with and follow the maltreatment reporting requirements of DHS, MDH, and EON, Inc. as they pertain to vulnerable adults.
- B. To attend and complete all required training as assigned (staff meetings, training required by the Department of Human Services (DHS) and/or Department of Health (MDH) and special training as assigned); staff must sign signature sheet(s) at all EON's trainings. For external training, staff will provide proof of training (certificate, transcript, etc.). If unable to attend, staff must receive prior approval from their supervisor to be excused. To make-up missed meetings by the deadline provided by your supervisor. Person served meetings as assigned.
- C. To use the most appropriate means of communication (meetings, voicemail, email, etc.) to disseminate information to management staff, employees, team members, etc., to ensure open and consistent communication.
- D. To use good judgment when participating in physically exerting activities (or maintenance); to maintain workplace safety so that injuries are prevented or at least minimized; this includes stretching, limiting the amount or scope of the physical effort put forth, etc.
- E. To act in an honest, ethical and professional manner in all aspects of fulfilling the requirements of the position and at all times while on duty whether it be on or off EON's property; including treating people with kindness and respect; reporting all conduct of self and others that is not honest, ethical or professional and/or violates EON's policies and procedures; using EON's equipment, tools, supplies, etc. for work purposes only, using work time in an efficient and effective manner, etc.
- F. To follow all regulations, policies, and procedures of EON, Inc.
- G. To complete other duties as assigned.

By signing below, I agree that I can perform the job responsibilities and physical requirements with or without reasonable accommodations. I understand my position description responsibilities, including the essential functions.

\_\_\_\_\_  
**EMPLOYEE**

\_\_\_\_\_  
**DATE**