



*For people with intellectual
and developmental disabilities*

POSITION: Direct Service Provider

PROGRAM AREA: Service and Support

REPORTS TO: Service and Support Coordinator

DIRECT REPORTS: N/A

FLSA STATUS: Hourly/Non-exempt

POSITION DESCRIPTION: Direct Service Providers (DSPs) are responsible for direct care and supervision to individuals with disabilities. This position is responsible for maintaining communication and documentation with clients and their service team. DSPs provide skilled care to clients in numerous areas, including socialization, self-help, communication, personal care, self-advocacy, recreation, and other areas defined in the client's training plan.

QUALIFICATIONS:

- Experience working with people with disabilities
- Effective communication skills
- Valid Driver's License preferred
- Valid email address
- Personal computer and internet access required
- Proficiency navigating the internet
- Must pass physical examination including TB screening (DHS licensed site only)

PHYSICAL DEMANDS:

- Should be able to perform the following and similar physical demands in completing work tasks: walking, climbing, stooping, reaching, pushing, crouching, lifting, pulling, standing, kneeling, carrying, handling, talking, hearing, seeing, and sitting
- Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds

MENTAL/VISUAL DEMANDS

- Ability to adjust immediately to various situations and people as well as to adapt to stressful situations

ESSENTIAL DUTIES/RESPONSIBILITIES:

- Work independently and make responsible decisions concerning the welfare of individuals with disabilities by providing direct supervision and care
- Timely communication with supervisor
- Be knowledgeable of all policies and procedures and regulatory standards
- Responsible for assuring that program services are delivered and documented according to the client’s service plan
- Assist with organization and set up of the program environment, preparing needed materials and gathering needed supplies
- Responsible for engaging consumers in activities of interest, providing positive reinforcement, and role modeling appropriate behavior
- Ensure client’s rights are honored and respected
- Attend client or agency meetings as required
- Timely completion of required trainings
- Work with each client to foster their independence, encouraging them to do for themselves, rather than doing for them
- Maintain consumer health status by safely and thoroughly carrying out health procedures, such as tube feedings, personal care, toileting, seizure, first aid, medication dispensation
- Report any signs of abuse and/or neglect per procedure
- Be respectful of clients as unique individuals, foster their self-confidence and their ability to express their personal choices
- Thoroughly and accurately complete service documentation, incident reports, medication administration forms and any other responsibilities required to meet the standards dictated by regulatory bodies
- Provide adaptations for activities and group programming as needed
- Adhere to assigned schedule
- Provide transportation

GENERAL EXPECTATIONS:

- Ability to work as a team player and promote a cooperative work atmosphere
- Maintain professional demeanor at all times
- Promote consumer advocacy to further the mission of The Arc
- Ability to work in a fast-paced, multi priority environment while managing multiple tasks
- Maintain a high level of confidentiality with regard to consumer or staff information
- Ability to work with the general public, families, volunteers, agency professionals and industry professionals
- Attend Arc sponsored community events
- Scheduled work hours are subject to change

This job description has been reviewed with me and I understand that this is a general overview. This document in no way states or implies that these are the sole responsibilities of the position. Individuals in this role may not perform all of these duties, or may perform additional, related duties not listed here.

Employee Name

Date

Employee Signature

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