



Job Description for Direct Service Professional

A Direct Service Professional (DSP) is someone who works to empower and support the people we serve to achieve their goals and dreams. A DSP is actively engaged as an effective and cooperative member of service and interdisciplinary teams to implement people's support plans and encourage people to make choices, decisions and plans that reflect people's personal interests. A DSP is committed to providing services in a manner that reflects PFF's mission and vision.

Reports To:

Site Coordinator, Program Director, Administrator, Nursing Personnel

Qualifications:

*High school diploma (or the equivalent) is preferred, however not required

*Must be able to pass a MN Criminal Background Study

*Must be at least 18 years of age

*Valid Driver's License/auto insurance is preferred, however not required

Physical Abilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The employee must be able to assist the persons served in and out of vehicles. The employee must be able to walk stairs. The employee must be able to assist persons served with toileting, dressing, bathing, eating and grooming. The employee must be able to squat, bend, torque, reach and lift. The employee must be able to work beyond an eight (8) hour scheduled or unscheduled shift in an emergency situation.

Typical Work Environment

Employees will work as part of a team providing support to individuals living in a single-family home or apartment building. Living and working spaces may be on multiple floors, with no elevator. Work will include time outside and local travel in the agency provided vehicle, personal vehicle or public transportation. Working hours and schedules may vary and could include day, evening, overnight and weekend hours. Employees may be exposed to bodily fluids.

Major Position Responsibilities

1. Provide direct and personal care, and support with activities of daily living to people receiving services. Activities may include, but are not limited to: Prioritize and accomplish work responsibilities related to direct care in a timely manner, support people with morning and/or bedtime routine, assist with preparing meals, contact nurse with immediate medical needs, provide positive examples and appropriate support regarding interpersonal behavior and daily living skills.
2. Maintain an environment that is safe, clean, comfortable and supportive of people receiving services. Activities may include but are not limited to: report items that need repair, snow/ ice removal as needed and complete cleaning list/ responsibilities.
3. Implement services as identified and requested by people receiving services within the community by participating in community events as required by individual needs.
4. Communicate respectfully and effectively with people receiving services, team members, and coworkers by updating/reading communication book, having verbal discussions during shift changes, reading and responding to communication and other requests for information.



5. Completes documentation accurately as needed, including incident reports, Individual and House financials (as applicable), program books and medication administration.
6. Perform responsibilities in a professional manner, establish and maintain professional boundaries in all interactions and communications between team members, families, co-workers, individuals and support staff.
7. Attend staff meetings and complete required trainings as scheduled. Employees are also responsible for knowing and following the regulations under which PFF is governed for essential job functions.
8. Responsible for ensuring the confidentiality of all persons served through Data Privacy and HIPAA regulations.
9. Responsible for knowing and implementing each individual's support plan.
10. Follow the responsibilities of being a Mandated Reporter. Employees will follow all procedures for mandated reporting in a professional, timely and accurate way. Employees are expected to have good knowledge of what is required of a mandated reporter and will adhere to these requirements.
11. Responsible for following nurses' instructions for the people served for illness, injuries and all medical concerns and following proper procedures in reporting to the nursing personnel including transportation and attending medical appointments.
12. Responsible for meeting the dietary needs of the persons served by ensuring that they have well-balanced, nutritious, well-prepared meals that meet the individual's dietary recommendations/needs in accordance with the licensing regulations and the IDT's guidance.
13. Complete other tasks and responsibilities as assigned and/or needed to ensure the agency meets its mission.

Skills, Knowledge and Abilities

The requirements listed below are representative of the knowledge, skill and / or ability required to perform the DSP role effectively.

1. Have the passion, willingness and courage to make a difference in the lives of persons receiving services.
2. Have the commitment to be part of an effective team that is accountable, supportive and responsible to one another as well as the willingness and confidence to learn to work independently.
3. As a learning and evolving organization, each team member should have the willingness to embrace change in order to meet the needs of those we serve.
4. Ability to communicate effectively verbally and in writing using the English language.
5. Ability to implement and document services provided.
6. Ability to pass an in-home medication administration course for unlicensed personnel.
7. Ability to manage challenging situations if the need arises.