

**JOB DESCRIPTION
FOR
DIRECT SUPPORT PROFESSIONAL (DSP) 1 AND 2
AND INDEPENDENT LIVING ADVISOR (ILA)**

REPORTS TO: Community Living Director (Community Living Services) or Community Integration Director (Community Integration Services) or Independent Living Director (Independent Living Program)

SUPERVISES: N/A

GENERAL REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is not an exhaustive list of all responsibilities, tasks, knowledge, or skills required for the position. Other duties may be assigned.

- **Education Requirement(s):** DSP 1: N/A / DSP 2 and ILA: A high school diploma or General Education Degree (GED) is required.
 - **Education Preferences:** Preference may be given to an applicant with college credits or degree.
- **Experience Requirement(s):** N/A – training provided in the field of Intellectual/Developmental Disability (IDD) services.
 - **Experience Preferences:** Preference may be given to an applicant with experience in the field of IDD services or related experience.
- **Supervisory Experience Requirement(s):** N/A
 - **Supervisory Experience Preferences:** Preference may be given to an applicant with supervisory experience in a health and/or human services field.
- **Certification Requirement(s):** N/A
 - **Certification Preferences:** Preference may be given to an applicant with certifications relevant to the job.
- **Driver's License Requirement(s):** DSP 1: N/A (non-driving position) / DSP 2 and ILA: Valid Kansas driver's license is required in order to operate SLI vehicles or use personal vehicle in the line of work for SLI.

- **Insurance Requirement(s):** DSP 1: N/A (non-driving position) / DSP 2 and ILA: Must qualify for company insurance coverage in order to operate SLI vehicles or use personal vehicle in the line of work for SLI.
- **Reading & Writing Ability Requirement(s):** Must possess the ability to read and interpret documents, as well as to write routine reports and correspondence.
- **Math Ability Requirement(s):** Must be able to add, subtract, multiply, and divide all units of measure.
- **Other Ability Requirement(s):** DSP 1: Must be 16 years of age and have a valid Kansas I.D. Must complete and stay current on all SLI required training. Must be able to pass all background and other screenings. DSP 1 position is non-driving and does not monitor or manage client medications.
- **Computer Skills Requirement(s):** A general understanding of how to use basic productivity software, including Microsoft Office, is preferred.
- **Specific Knowledge/Skills Required:** Must be able to professionally and effectively communicate with clients, families, guardians, co-workers, and other stakeholders. Must be able to manage time efficiently and have ability to multi-task. Must be able to work well as part of a team and carry out fair share of job duties. Must possess empathy, patience, understanding, and compassion toward people with a variety of abilities and barriers.
- Ability to pass all required screening processes is necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

LEADERSHIP:

- Be a positive role model for others, treat others with courtesy and respect, and demonstrate professionalism at all times.
- Possess the ability to work independently and with minimal supervision.
- Accomplish both personal and organizational goals by considering varying viewpoints and suggestions, and demonstrating the desire to explore opportunities that positively contribute to the quality of SLI services and business functions.
- Demonstrate the ability to coach and motivate clients and coworkers to achieve to the best of their ability.
- Demonstrate initiative and do not allow barriers to stand in the way of goal achievement.
- Identify potential issues, apply sound judgment, and make clear recommendations for solutions to problems.
- Handle stressful situations and changes with an even temperament and flexibility.
- Ensure adherence to licensing requirements, CARF standards, and all local, state, and federal laws.

- Recruit, interview, hire, evaluate, and when necessary, terminate personnel directly supervised.
- Must be reliable, dependable, and trustworthy.
- Must be able to work in a variety of settings with a variety of diversities.
- Possess aptitude for taking ownership of the work environment, duties, and client care.

CUSTOMER SERVICES:

- Understand and support the organization's mission, philosophy, and code of ethics.
- Demonstrate support for each person's needs, choices, and participation in the community.
- Respond in a timely, professional, and positive manner to all clients, families and guardians, coworkers, stakeholders, and oversight entities.
- Interact with persons served professionally and respectfully at all times and respond to their needs in a dignified and timely manner.
- Treat visitors of clients to the homes and programs with respect, and be welcoming and inviting.
- Ensure the proper hygiene of all clients and provide guidance and hands on care as necessary.
- Ensure that well-balanced, nutritious meals are prepared three times per day. Motivate clients to get involved in meal planning and preparation.
- Teach client skills based on the goals set forth in their person-centered support plan, positive behavior support plan, and goal list.
- Assist clients in utilizing community resources and natural supports.
- Ensure the cleanliness and good working order of all adaptive equipment.
- Plan and coordinate meaningful activities based on clients' needs, choices, preferences, abilities, and requests.

COMMUNICATION:

- Report necessary information to supervisor(s) in a timely manner. Use all forms of communication, such as written, e-mail, incident reports and personal contact.
- Understand instruction from supervisor(s) and carry out instruction with minimal supervision. Contact supervisor(s) when clarification is needed.
- Communicate with all departments, as needed, to ensure the needs of the clients, the staff, and the organization are being met.
- Provide clear, concise, and detailed communication, both verbally and in written reports, documentation, and correspondence.
- Participate in staff meetings as assigned.

- Must be able to clearly and concisely communicate with clients, families, guardians, staff, and stakeholders as needed to ensure the health and safety of the clients.
- Make suggestions and/or develop communication techniques best suited to individual clients.
- Hold client/house meetings to give all who participate in the program or live in the home an opportunity to discuss concerns, issues, and plan activities.
- Read and respond to all correspondence on every shift including email, phone messages, memos, client progress notes, and other correspondence.
- Communicate in a clear and detailed manner, to co-workers and/or other service providers, when changing shifts so that all are informed of anything pertinent related to the client.
- Be sensitive to the history of each individual client and adjust communication style according to their needs. Be cognizant that people with IDD are victims of abuse, neglect, exploitation, and sexual assault at a much higher rate than others.

TEAMWORK AND COOPERATION:

- Display a team-oriented approach through collaborative group effort, in order to achieve a common goal.
- Function as an active team member of SLI to provide a high quality of service and support. Share relevant and necessary information with team members/coworkers.
- Resolve any disputes that may occur objectively, expediently, professionally, and with integrity
- Work in cooperation with others, participating equally in shared responsibilities and tasks.
- Demonstrate flexibility, a willingness to collaborate, and an individual commitment to a common group goal.
- Participate in scheduled team meetings.
- Assist in the development of processes and systems that facilitate the highest level of work efficiency, effectiveness, and productivity.
- Participate in client and team meetings as requested and assigned.
- Complete fair share of duties while on shift with co-workers and motivate others to do the same.
- Inform co-workers and supervisor of all relevant information related to the clients' and overall maintenance and operations of the home or program.
- Provide input that facilitates SLI's improvement of services to clients and workplace for staff including, completing staff satisfaction surveys and other surveys as requested, sharing suggestions with supervisor and others, offer to be part of the solution.

POLICY AND PROCEDURE:

- Refer to and follow all SLI policies and procedures.
- Report all violations of policies and/or procedures in a timely manner.
- Adhere to the organization's code of ethics, as well as illness, incident, and accident reporting procedures.
- Adhere to confidentiality and privacy practices
- Provide services in accordance with SLI corporate policy and procedure and within standards for licensing and accreditation.
- Adhere to emergency on-call utilization policy and procedure.
- Adhere to all reporting requirements including suspected abuse, neglect, and exploitation, client health concerns, safety and maintenance issues, vehicle issues, and all other reporting requirements.
- Adhere strictly to SLI's policy and procedures on medication administration and management. Report and address all medication errors in a timely manner.

PUBLIC RELATIONS:

- Follow SLI's dress code and represent the organization in a professional manner at all times.
- Be a positive role model and represent a solid public image for constituents and the organization by exhibiting appropriate behavior, dress, and hygiene.
- Participate in community and civic organizations as assigned.
- Immediately report all press inquiries to the Vice President of Development or the CEO.
- Ensure the hygiene and appropriate dress of clients at all times and prior to attending community activities.

ATTENDANCE:

- Follow assigned work schedule and attend all required trainings and meetings. Notify supervisor(s) of tardiness and absences as soon as possible prior to the shift, training, or meeting.
- Request for time off from set schedule should be submitted to supervisor(s) in a timely manner. Illness or emergency leave will be submitted upon return to work.
- Complete leave requests according to policy and do not abuse leave policy.
- Use work time productively.
- Salaried staff expected to work whatever time necessary to complete job duties; at times, weekends and nights may be required.

- Hourly staff must follow assigned work schedule and hours, unless variation approved by supervisor(s).
- Arrive on time to all scheduled shifts. Remember that the clients are dependent upon staff for care and consistency.

EFFICIENCY AND ORGANIZATION:

- Complete all paperwork in a timely, detailed, and accurate manner, ensuring adherence to deadlines.
- Ensure, if applicable, that staff supervised complete responsibilities as assigned.
- Prioritize and manage job responsibilities efficiently and effectively.
- Respond in a timely manner.
- Utilize resources as efficiently as possible.
- Maintain detailed documentation and data in an organized manner.

ADAPTABILITY AND FLEXIBILITY:

- Handle stressful situations and change with an even temperament and flexibility.
- Demonstrate a sensitivity to, an understanding of, and a willingness to adapt to a variety of communication, learning, and working styles.
- Respond and adjust to changing ideas, responsibilities, expectations, strategies, and processes.
- Demonstrate strong communication, creative thinking, and problem-solving skills.
- Display an optimistic outlook when attempting to overcome challenges.
- May be required to change work location at the request of supervisor.
- Must be able to adapt to a variety of client personalities, actions, responses, and behavioral concerns.

JOB SKILLS AND JUDGMENT:

- Apply sound judgment and make clear recommendations for solutions to problems.
- Act to ensure the health and safety of all SLI clients, staff, and visitors.
- Plan strategically and make decisions by utilizing all relevant data.
- Display empathy, demonstrate cultural competency, and recognize and celebrate diversity.
- Practice active listening, elicit information, and be open to suggestions and new ideas.
- Seek out reliable information with which to base decisions.
- Accept and provide constructive criticism in order to improve performance.
- Exercise discretion and independent judgment.

- Carry out all job duties including client banking, grocery/supply shopping, ensure clean and organized environment, complete all required paperwork in an accurate and timely manner, perform emergency drills, attend meetings as requested/assigned.
- Immediately address and report anything that does or may have potential to negatively impact the health and safety of clients and/or staff.

TRAINING:

- Complete required orientation and training in a timely manner.
- Inform supervisor(s) of additional training goals and needs.
- Provide specialized training and mentoring to ensure continued staff growth and development within assigned department.

DIRECT SUPPORT PROFESSIONAL (DSP) 1&2 AND INDEPENDENT LIVING ADVISOR (ILA)	
Physical Demands:	
Required to stand, talk, walk, listen; reach with hands and arms.	
Required to sit, use hands to finger, handle or feel objects, tools or controls.	
Must lift and/or move up to 75 lbs. Successfully demonstrate ability to operate multiple types of vehicles (driving positions).	
Work Environment: Moderate noise level	
Full Time or Part Time	<i>Full Time and Part Time</i>
Hourly or Exempt Salary	<i>Hourly</i>
Wage Band	<i>DSP 1: \$9.00 - \$11.00 DSP 2 and ILA: \$9.00 - \$16.50</i>
EEO-1 code	<i>Service Worker</i>
NAICS	<i>623210</i>
SIC	<i>8399</i>
SOC/OCC CODE	<i>31-1011</i>
Employee Signature / Date	
Workforce Development Signature / Date	