

## Direct Support Professional (Personal Assistant) Job Description

Direct support professionals are people who provide care and support for individuals diagnosed with mental health and/or developmental disabilities. As a DSP you will help consumers lead a better-quality of life, including helping them be more accepted in the community. While a DSP plays a crucial role in the lives of consumers, DSP have no authority over consumers rather personal assistants. As a DSP, one should remember that you should not encroach into the privacy of consumers and should give them space and respect their individuality in all aspects. You should not discuss consumer information with others without written consent. In fact, as a DSP, you need to maintain a balance between being a support system yet encouraging self-sufficiency and self-advocacy. You must be aware that consumers may exhibit altered behaviors towards you such as, but not limited to, physical aggression, verbal aggression, and non-compliance with the DSP's safety directions, along with other maladaptive behaviors. All employees will be provided with Crisis Prevention Intervention training. You are responsible for the following job responsibilities:

- Possess a friendly positive proactive attitude towards consumers, staff, visitors and vendors
- Smile and be pleasant towards consumers, staff, visitors and vendors
- Refrain from gossiping in front of consumers and staff
- Ensure consumers are always safe
- Educate and encourage healthy lifestyle choices
- Provide constant supervision of consumers during your scheduled shifts, consumers can never be left unsupervised
- Assist with personal hygiene (bathing, toileting, showering, grooming)
- Assist with laundry
- Clock in and clock out of Homebase app daily in order to track your time, wages and earnings
- Assist consumers with cleaning and organizing consumer bedrooms (beds, closets, drawers)
- Verbally redirect consumers during altered behavior(s)
- De-escalate consumers and not trigger consumers to have altered behavior(s)
- Company vehicles are to be used for business purposes only. Company vehicles are never to be used for personal use.
- You must possess a valid CA Driver's License in order to operate company vehicles and transport consumers
- Detailed documentation (consumer notes) must be completed prior to the end of your scheduled shift and submitted in the GroupMe app for each consumer daily
- When you first start your shift complete the check-in procedure and post it in the GroupMe app
- Prior to ending your shift complete the checkout procedure and post it in the GroupMe app
- Cleaning and disinfecting of the home (wash dishes, dust, sweep and mop floors, wipe countertops, kitchen, bathrooms, clean appliances, consumers room, etc.)
- Keep facility grounds and outdoor areas clean and organized
- Removal of trash and debris from the facility
- Maintain an optimal level of all health and safety standards
- Assist with cooking and or preparing meals and snacks (breakfast, lunch, dinner and two snacks per day)
- Transporting consumers to and from activities, medical and dental appointments
- Participate in weekly house meetings and advocate for consumers
- Participate in monthly earthquake and fire drills and assist consumers on what to do in case of an emergency
- When consumers are present always exhibit professionalism, in the home and in the community
- Report **ANY** suspected abuse such as but not limited to verbal or physical abuse
- Immediately call 911 when a consumer has left the home unattended and contact your administrator
- Assist consumers with administering prescribed medications
- Drop off prescriptions and pick up medications at the consumers pharmacy
- Pick up grocery orders
- You must be in possession of a working cellphone (smartphone) and be able to download and use the app Homebase and GroupMe

- Celebrate consumer birthdays
- Check all administered medications on the M.A.R, inside bubble packs, medication containers, and medication bin
- Ensure each medication was signed for on the front and back of the M.A.R.
- Follow consumer Positive Support Plans
- Document consumers behavior(s) daily
- Manage consumer P&I funds and receipts and keep ledger current and accurate
- Follow consumer activity schedules daily
- Follow all company policies stated in the employee handbook
- Discard all expired food and water.
- DSP must possess sound communication skills, teamwork and own a high degree of integrity, patience and compassion.
- Advocate for consumers in the home and in the community
- Immediately report maintenance issues to Administrator
- Keep your driver's license, cpr and first aid and CPI certifications current
- Direct Support Training Year 1 is required within 6 months of hire
- Direct Support Training Year 2 is required within 12 months of hire
- Crisis Prevention Intervention training is required within 60 days of hire
- Attend all Mandatory Training and Meetings.
- Keep the facility vehicle clean and organized
- Fuel facility vehicles when needed
- Read and acknowledge the Zero Tolerance Policy for Abuse (see attached document)
- Adhere to all Title 17 and Title 22 regulations
- Assist to provide all emergency services to consumers and provide crisis intervention
- Maintain confidentiality of consumers according to company policy.
- And other job-related functions

**Physical Requirements:**

- Physical ability to reach with hands and arms; climb, balance, stoop, kneel, crouch, or crawl; and lift up to 50 lbs. while avoiding potential injury from transferring, repositioning, or lifting consumers.
- Perform light physical housekeeping duties as described above.
- Prolonged periods of standing, bending and lifting.

**House Manager additional job requirements**

- Accompany consumers to medical and dental appointments and file documents
- Train new DSP
- Conduct weekly house meetings with consumers and email them to Administrator
- Communicate with the pharmacist, CSCs, and other medical professionals
- Conduct monthly earthquake and fire drills and file documents
- Record consumers weight on the first of each month

- P&I ledger reconciliation on the first of each month
- Attend monthly, quarterly and annual meetings (as needed)
- And other job-related functions

I, \_\_\_\_\_ understand and acknowledge the information stated above.  
Print Employee Name

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Creer Services and Supports, Inc. is an equal opportunity employer. If anyone needs a reasonable accommodation to perform the essential functions of the job, that will not be an undue hardship to the employer, please contact Kedra Creer.*