

Robland HHC, Inc.

Personal Supports

Support Staff Job Description

NAME: _____

DATE OF HIRE: _____

JOB SUMMARY

The primary purpose of your position is to work directly with clients as directed and supervised by the managing employer while ensuring the safety and well-being of the client. Generally works without direct supervision, works with individuals with more challenging needs and in home-based services.

PERFORMANCE EXPECTATIONS

1. **Dependability**

- Demonstrates a willingness to accept responsibility and to follow through with little supervision.
- Consistently demonstrates good work habits, completing assignments in a timely thorough manner.

2. **Attitude**

- Demonstrates enthusiasm, professionalism, cooperativeness.
- Understands appropriate boundaries.
- Respectful towards team members.
- Willing to try new ideas and accept challenges.

3. **Initiative**

- Demonstrates self-reliance and enterprise in meeting job requirements.
- Grasps situations well and acts appropriately without hesitation.

4. **Flexibility**

- Demonstrates the ability and willingness to perform all job duties assigned.
- Willing to modify work schedules and responsibilities to meet the needs of the organization, the program, the consumers, and the supervisor.

5. **Teamwork**

- Demonstrates cooperativeness in working with others.

6. **Punctuality/Attendance**

- Demonstrates commitment to the job by properly adhering to a schedule.
- Is punctual and in attendance.

- Follows policies and uses earned leave time properly.
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7. Commitment/Loyalty

- Demonstrates a commitment and loyalty to the program, the consumer(s), the managing party, and other staff members.
 - Is able to keep outside influences from affecting job performance.
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8. Communication

- Demonstrates the ability to communicate well, verbally and in writing.
 - Is able to write reports, maintain logs and charting, financial documentation, and any other documentation the position requires to the satisfaction of the supervisor.
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9. Knowledge/Training

- Demonstrates a clear understanding of job responsibilities including medication administration, and an awareness of Vulnerable Adult Issues.
 - Maintains the required level and appropriate content of training.
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10. Creativity and Problem Solving

- Demonstrates the ability and willingness to be creative in appropriately expanding on consumers goals.
 - Demonstrates creativity in developing community activities.
 - Contributes to efforts to solve problems and resolve issues in a positive, creative manner.
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DUTIES AND RESPONSIBILITIES

Every effort has been made to make your job description as complete as possible; however, in no way is it stated or implied that these are the only duties you are required to perform. Other related duties necessary to meet the needs of the managing party may be assigned to you.

1. Active Treatment Service

- Carries out assigned program teaching plans as scheduled.
 - Completes assessments when assigned.
 - Collects factual habilitation data.
 - Carries out program plans as specified and implements all therapeutic interventions as needed within the procedures.
 - Obtains a working knowledge of client(s) history, skills, areas of vulnerability, habilitation plans and emergency procedures.
 - If assigned to an asleep night shift, staff will respond to emergency and routine situations and provide assistance, support, and supervision in addition to initiating other duties required.
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2. Daily Living Skills

- Assists client with the daily routine as needed, including but not limited to cooking, housekeeping, leisure time usage, socializing, budgeting and living money usage, grooming, safety and health, and participating as a member of the community.
 - Encourages and assists in the usage of public resources and outside recreational activities in an integrated setting.
 - Provides enabling assistance, support and supervision to each client.
 - Encourages and provides opportunities for client choice; presents creative options as needed.
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3. Communication and Documentation

- Obtains a working knowledge of program and organizational policies and procedures.
 - Documents client progress in daily and monthly reports.
 - Accurately and objectively documents data, records outcomes and completes reports on schedule.
 - Participates as a team member and offers suggestions, voices concerns, and provides information regarding client program.
 - Establishes and maintains positive working relations and open communication with client, client's family and friends, staff and other related person.
 - Maintains confidentiality of all information.
 - Documents and accounts for all agency and client related expenditures according to prescribed procedures.
 - Keeps Supervisor and coworkers informed of all service-related unusual and emergency occurrences.
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4. Health and Safety

- Provides enabling assistance, support and supervision to each client.
 - Ensures the safety and well being of all client.
 - Assists in medication as needed after obtaining required training.
 - Assures that each client has nutritionally adequate meals available at regularly scheduled times.
 - Maintains equipment or household as assigned.
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5. Continued Development

- Attends staff meetings and other meetings as scheduled.
 - Attends all required training sessions to increase skills and knowledge and to meet all licensing requirements; share the information with other staff as appropriate.
 - Maintains all employment standards, required training and licenses.
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INFECTION CONTROL / OCCUPATIONAL EXPOSURE / OSHA:

This job classification contains the possibility of occupational exposure:

- Providing First Aid care to injuries.
- Providing behavioral intervention with clients who display aggressive behavior (including, but not limited to, biting and scratching).
- Performing oral hygiene care.
- Providing assistance with hygiene to client whose bodily fluids are visibly contaminated with blood.
- Diapering or toileting client.
- Bathing client.
- Assisting with menstrual hygiene.
- Assisting with feeding/meals of client.
- Assisting with laboratory - lab blood work/draw (collecting specimens and/or helping to position client).
- Cleaning surfaces contaminated with blood, bodily fluids or secretions.
- Emptying wastebaskets, which contain infectious materials.
- Laundering clothing and linens contaminated with blood, bodily fluids or secretions.

WORKING CONDITIONS:

- Is subject to flexible hours including split shifts or varied days and times including mornings, afternoons, evenings, weekends, and overnights depending on coverage needs.
- Regularly travels in the community.
- Works in a variety of settings inside and outside the home and throughout the community.
- Is subject to frequent interruptions and imposed deadlines.
- Sits, stands, walks, bends, lifts, transfers and moves intermittently during working hours.
- Is subject to frequent problem-solving activities.
- Has regular contact with client, staff, family members, and the general public.
- May be subject to hostile and emotionally upset client, staff, family members and the general public; may be subject to physically aggressive client.
- Attends and participates in a variety of educational programs designed to increase knowledge and expertise in the field.
- May be exposed to infectious diseases, odors, dust, etc. throughout the day.
- As assigned, reports directly to the direct supervisor.

JOB REQUIREMENTS:

EDUCATION:

As determined to be appropriate by the managing party.

EXPERIENCE:

As determined to be appropriate by the managing party.

OTHER REQUIREMENTS:

Ability to move intermittently throughout the workday.

1. Ability to lift persons, if needed.
2. Must be able to read, write and speak the English language at a level that meets the performance requirements.
3. Possession of sight/hearing senses, or use of prosthetic devices, which enable these senses to function adequately.
4. Possess good health and demonstrate emotional stability.
5. Meet licensing requirements of the state and county.

6. Possess valid drivers license and; depending on site, possess personal vehicle for use in performing work related activities, and maintain necessary insurance coverage.
7. Ability to make independent decisions when circumstances warrant such action.
8. Willingness to take initiative and adapt to circumstances.
9. Ability to develop and maintain professionally appropriate therapeutic relationships with each client and the client's family; ability to maintain positive working relations with staff and other related persons to insure services are delivered in a smooth and effective manner.
10. Ability and willingness to maintain a positive demeanor.
11. Ability to follow daily routines while allowing for flexibility and planning creative alternatives.
12. Ability to effectively use calculator, household appliances, smoke alarm system, etc.
13. Ability to implement any therapeutic intervention as required.
14. Ability to complete 30 hours of training classes and exams provided by Robland HHC

I HAVE READ THE ABOVE JOB DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH. I ACCEPT THE POSITION OF PERSONAL SUPPORT STAFF AND AGREE TO ABIDE BY THE REQUIREMENTS SET FORTH AND WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

Employee

Date

Authorized Representative

Date