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**JOB DESCRIPTION – DIRECT SERVICE PROVIDER**

**POSITION IDENTIFICATION:**

**Functional Title:** Direct Service Provider

**Supervisor:** Family Support Specialist (FSS)/ Individual Living Specialist (ILS)

**FLSA Status:** Non Exempt

**Grade(s):** 1, 2, 3, 4 contingent on career ladder placement

**POSTION SUMMARY:**

The Direct Service Provider (DSP) provides for the basic care and training of individuals with developmental disabilities. DSP’s may work unsupervised in the child's or consumer's home, in the DSP’s home, or in community settings as arranged by the supervisor, DSP and/or the family and consumer. Care will be provided on a schedule mutually agreed upon by the supervising staff, parent/guardian/consumer and the DSP. General supervision is provided by the Family Support Specialist (FSS/) or Individual Living Specialist (ILS).

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

1. Work with the consumer, following instructions outlined by the consumer, Family Support Staff (FSS), Individual Living Specialist (ILS), Individual Family Support Plan (IFSP), or Personal Support Plan (PSP).
2. Follow principles of skill instruction to teach skills identified in written plans and as outlined in Prescriptive Programs.
3. Record data as directed by the FSS or ILS and outlined in Prescriptive Programs and in accordance with applicable State and Federal laws.
4. Meet with the FSS or ILS a minimum of one time a month.
5. Provide a safe and stimulating environment for each child or consumer according to the needs defined by the team.
6. Work on a schedule mutually agreed upon by the consumer/guardian/team and DSP.
7. Report to the family, and ILS or FSS any health, welfare, or other information at the end of each session if indicated.
8. Communicate effectively with the FS/ISC, Family and consumer
9. Fulfill obligations as a mandatory reporter for abuse, neglect, or exploitation.
10. Contact the FSS or ISC regarding any personnel issues.
11. Complete timesheets daily.
12. Follow established reporting procedures in case of any accident or injury.
13. Keep the consumer safe and healthy. (e.g., administer medication, make/follow safety guidelines, and report to the FSS/ILS any issues.
14. Model effective and safe social skills for the consumer.
15. Help the consumer problem-solve and evaluate choices they make.
16. Respect the consumer’s autonomy and right to self-determination.
17. Assist in helping the consumer achieve improved life skills and basic care, i.e., by assisting in meal preparation, attending to personal grooming needs, etc.
18. Assist the consumer to participate in the various aspects of community involvement.
19. Follow agency guidelines as outlined in the orientation manual.

**ADDITIONAL DUTIES:**

1. Complete other duties as assigned that include but are not limited to performing special projects and attending continuing education opportunities.

**KNOWLEDGE, SKILLS, & ABILITIES:**

* Knowledge of the principles and practices of human services related to developmental disability intervention;
* Ability to follow written and verbal instructions;
* Identify emergency situations and take appropriate actions;
* Communicate effectively with families, professionals, and persons with disabilities;
* Operate a computer to submit timesheet and record data;
* Follow program protocols to collect and write concise reports;
* Obtain a general understanding of state and federal regulations related to developmental disabilities services; and
* Meet consumer requirements as outlined in the detailed Consumer Specific Requirements form for each consumer as assigned.

**MINIMUM QUALIFICATIONS:**

* Minimum age of 17
* Pass a background check including fingerprinting

*If the assignment involves transporting consumers, the DSP must have:*

* Reliable transportation
* An acceptable driving record (no convictions for DUI or reckless driving and no more than two moving violations within the past three years)
* A driver’s license, and insurance: the DSP must provide Family Outreach with copies of their proof of insurance, current driver’s license, and signed owner permission slips and proof of insurance for borrowed vehicles (if applicable). The DSP will follow Family Outreach policies related to transportation safety, seat belt usage and all traffic laws.

*Within 6 months of hire, the DSP must successfully complete the following required courses:*

* Cardiopulmonary Resuscitation (CPR) Certification
* Mandt Systems Certification
* First Aid
* Abuse and Neglect Reporting
* Incident Reporting
* HIPAA
* College of Direct Supports Tier 1 courses
* Annually, successfully complete 12 hours of assigned training

**PREFERRED QUALIFICATIONS:**

* High school graduation or equivalent preferred

**INDEPENDENCE OF ACTION:**

The DSP works with closer supervision according to prescribed methods, procedures, and precedents. The position is responsible for choosing the appropriate procedure or precedent from a number of alternatives, for planning and executing work sequences, and for solving most routine or recurring problems. Judgment is limited by procedural guidelines, as the position follows established support plans and instructions from supervising FSS or ILS.

**CONFIDENTIALITY:**

The position requires handling non-public confidential information. The person in the position acknowledges the confidential nature of non-public information regarding Family Outreach employees and clients. Consistent with applicable policy and guidelines, this position will respect and safeguard the privacy and confidential nature of information in accordance with Montana state law, without limiting the general nature of this commitment. The person in the position hereby acknowledges and understands that in this context, confidential information is considered all non-public information that can be personally associated with an individual and will not disseminate any such information.

**WORKING CONDITIONS:**

Work is performed primarily in the consumer’s natural environment. The position is a non-exempt position and may involve working days, evenings and weekends.

DSP essential functions involve physical demands associated with travel by auto; working on a computer; communicating over the phone and in person; ensuring consumer safety necessitating lifting in excess of 25 pounds, exerting a minimum of 50 pounds of force, and applying consumer holds when needed; and completion of service notes. Other demands or conditions associated with specific assignments are specified in the Consumer Specific Requirements (CSR) and the Working Conditions/Physical Demands Checklist. DSP’s are not allowed to smoke while providing services to consumers.

**DISTINGUISHING CHARACTERISTICS:**

Additional detail regarding specific responsibilities and qualifications are in the employment and consumer-specific agreements.

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| **Level** | **Criteria** |
| Entry Level DSP  (DSP I) | * Training/new hire period. In a probationary status (typically within the first nine months or longer). * Performs companionship, transportation, and residential habilitation services. |
| Experienced DSP  (DSP II)  Job Coach  Big Sky Waiver | * Fully trained and experienced DSP. Has successfully completed probation. * Has acceptable evaluations from families and staff. * Performs assignments such as companionship, transportation, and residential habilitation. * Works with adults and children with moderate or intense needs. * Collects data and creates documentation. * Will include DSPs completing Applied Behavior Analyst (ABA) Registered Behavior Technician (RBT) Training (but not necessarily required for placement at this level) |
| Expert DSP  (DSP III) | * Placement at this level is available only as agency needs require (i.e., not all DSPs will attain this level). * One full year from completion of probation including acceptable evaluation from families and staff. * Typically reserved for Children’s Autism Training Specialists (CATS) & DSPs serving high-risk consumers. * Performs assignments such as companionship, transportation, and residential habilitation including skilled work such as using intervention skills to de-escalate consumers; and using positive behavioral support to support consumers with intense behaviors. * May require acquisition and maintenance of advanced certification/training (e.g., Autism Training Solutions or High Risk Offender training). |

**JOB DESCRIPTION ACKNOWLEDGEMENT**

I HAVE REVIEWED THE POSITION PROFILE FOR **DIRECT SERVICE PROVIDER (DSP)** AND I ACKNOWLEDGE THAT I KNOW AND UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS AN EMPLOYEE OF FAMILY OUTREACH INC.

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| Signature |  | Date |
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| Print Name, First & Last |  | Title |