

# Synod Residential Services

## Job Description

**Title: Direct Care Worker**

**FLSA: Non-Exempt**



### **Summary**

The role of a Direct Care Staff is to help individuals with a disability live as independently as possible, reach their goals, develop skills and provide support when required. This position works as part of a team of staff who will assess and meet residents' needs.

### **Overview**

All employees are expected to know the details of their job description and to perform all duties as stated. While job descriptions provide an outline of staff's fundamental duties, the specific tasks staff are expected to perform will vary with the consumers served. Employees should always consult with a manager if they have any questions concerning a client's plan of service or the duties to be completed during a shift and the procedure to be followed in completing them.

Before accepting this position, an applicant must understand and accept that the needs of the client define the parameters of all staff duties. As new clients enter a program, staff responsibilities will change as that client may require less or more assistance in a particular area than the previous client. While the program manager will outline any changes in staff duties, SRS cannot and does not guarantee to any staff that his or her daily tasks will not increase in difficulty. This field and the nature of human service, requires an attitude of flexibility and open-mindedness.

### **Working Conditions and Physical Effort**

1. Work is performed primarily indoors within a client's residence; outdoors performing yard work and exterior maintenance.
2. Work in diverse residential settings from congregate licensed houses to privately leased apartments is required.
3. The working environment and conditions of privately owned or leased housing is varied and is not secured or maintained by the employer.
4. Work is regularly though less often performed in public spaces.
5. Work is regularly though less often performed as a driver or passenger of a vehicle.
6. A range of moderate to intense physical exertion is required to assist clients with personal care, lifts, transfers as needed and cleaning.
7. Prolonged interaction with agency clients some manifesting unpredictable and aggressive behavior.
8. At least one person on site must be able to provide CPR or abdominal thrusts as needed. This requires intense physical exertion.
9. At most programs, the ability to ascend and descend stairs is required.

## Equipment Used

1. 8 – 12 passenger vans; mini-vans and cars.
2. Wheel chairs, wheelchair lifts, hoist lifts and other adaptive health equipment as needed
3. Blood pressure cuffs, glucometers, thermometers and other home health equipment and apparatus
4. Household appliances, including laundry machines, dishwashers, refrigerators and stoves/ovens
5. Office equipment, including fax, computer, telephone, pager, printers, photocopier, calculator and word processing software.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The following statements are intended to describe the general nature and level of work being performed. They are not an exhaustive list of all responsibilities, duties and skills that may be assigned or required.*

## 1. It is your duty to provide assistance

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### **You must implement client Plans of Service**

- Commit to memory and implement all client goals and staff interventions as written in the client plans of service
- Set behavioral limits, provide prompts as needed and provide redirection as appropriate.
- Document client progress.

### **You must Administer Medication; Following the 5 Rights:**

- Give the **Right medication**
- To the **Right person**
- In the **Right Dose**
- At the **Right Time**
- By the **Right Route**

### **You must Know All Medications and Protocols:**

- Learn all medications
- Learn all medication side effects
- Adhere to medication protocols; including dispensing, disposing, etc.
- Document and daily reporting

- Assess the status of the clients and address all problem behaviors and incidents in the manner outlined in each client's treatment plan, and in accordance with SRS and individual program procedures.

**"You are a visitor in their home."**

Tim Seaton  
CO-OP Manager

### **You must Know the Consumers**

- Recognize and communicate any environmental changes or unusual occurrences
- Recognize and address an incident or problem behavior that requires intervention
- Familiarize themselves with each consumer's standard lifestyle and baseline level of functioning
- Continually assess a consumer's status and needs

### **You must Enforce House Rules and Program Guideline**

- Role model appropriate dress, language, manner, social skills and respectful conduct
- Enforce house rules and following all program policies and procedures.

- Follow program procedures in addressing unusual occurrences and problem behaviors
- Document in program records.

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## **2. It is your duty to document client activity.**

### **You must write daily progress notes**

- Learn and follow the rules governing client service documentation, including but not limited to; personal care logs, staff logs, service activity logs, incident reports, medication sheets, staff logs and all other documentation assigned to staff.
- Complete all required documentation on a daily basis, in a professional manner to provide consistent and accurate treatment.

- Logs carried by Supported Independent Living (SILO) staff have the same status and legal protections as those logs located permanently in a program office. When containing even one consumer entry, they are the property of SRS and are subject to all rules governing the confidentiality of consumer information. Staff must return their daily log entries at the end of each shift to the program's office and secure them in accordance with stated procedure.

### **You must complete all documentation before the end of your shift.**

- Complete all employee documentation including but not limited to; staff activity logs (SAL's), chore charts, staff communication logs, insurance applications and payroll documentation.
- Your writing must be grammatically correct, clear and thorough.

**"Your shift is not done until your documentation is done."**

Pat Crawford  
Registered Nurse

### **You must keep information confidential**

- Manage the confidentiality of all written and verbal communication.
- Adhere to the strict, limited and documented disclosure regulations
- Manage personal health information in accordance with all HIPPA and information management policies and procedures.
- Secure and organize record storage
- Manage the signing and updating of specific releases

### **You must report truthfully**

- Record-keep and update records in an objective, accurate and reliable manner
- Clearly and constantly relate to client's goals, strengths and plans of service
- Maintain documentation that is legible and grammatically correct
- Make accurate use of daily log books by reading it when the shift begins and recording complete and accurate information at the end of the shift
- Document not only a client's actions, but also his or her affect, mood, the manifestation of new symptoms, and the severity of characteristic behaviors.

- Document on which treatment goals were accomplished by a particular client, and the type of difficulty he or she displayed if other goals were not accomplished.
- Ensure that the client and care givers are able to fully understand information provided by using language recognition

cards and informing supervisor of need for an interpreter, in accordance with Limited English Proficiency (LEP) regulations.

### 3. It is your duty to provide support for goals and activities.

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#### **You must supervise and attend to clients**

- Provide instruction, supervision and assistance in all daily living skills and self care skills.
- Maintain awareness of the health status of each client and assist in early detection of health problems.
- Monitor for any injuries, bruises or wounds

#### **You must never leave the clients alone.**

- Maintain availability to all clients to provide support, active listening, feedback and intervention as outlined in their plan of service
- Remain physically in the house while on site to effectively monitor activity
- Include clients in any conversation conducted in their presence
- Engage only in activities that involve the clients or pertain to the clients.
- Remain in the vehicle with consumers and never leave alone in a vehicle without maintaining visual contact.

#### **You must remain awake and alert at all times.**

- You are never paid to sleep.
- You must be available to respond to client needs at all times.
- You are needed to assist in emergencies and evacuations.
- To remain fully available to respond to clients, you must only accept personal telephone calls only in an emergency or during an approved break.

#### **You must report all incidents that you either see or hear and that may be potential recipient rights violations immediately to your supervisor.**

#### **You must respect the rights of clients**

- Remain aware and vigilant that staff may not ever physically force a client to complete a goal, or impede a client's freedom of movement in directing them toward a goal.
- Know and support consumers who live in their own apartments within the scope of the consumer's plan of service.
- Learn the scope of services required for all consumers and to remaining within its parameters.
- Attend mandatory training to learn policy, technique, practices, and procedures.

**“If you believe passionately in something, no matter what stands in your way, you will achieve your goal.”**

Des Desese Des  
Packard House Manager

**You must provide support in ALL Aspects of Life:** this includes basic self-care and socialization, health support and personal assistance using approved intervention techniques, observation, recording and reporting of appropriate information.

**You must provide physical/hands-on support**

- Perform hands-on care that includes but is not limited to range of motion exercises, transfers and lifts.

**You must help clients who wear adult diapers.**

- Provide physical support to individuals to and from wheelchairs, floor mats, baths or beds as needed.
- Provide assistance to individuals with incontinence issues and the handling of bodily fluids.

**You must help with hygiene and grooming**

- Ensure and role model so that clients understand community standards of personal hygiene, dress, and grooming, and provide all clients the assistance they might need to learn the skills required to maintain their personal hygiene and grooming.
- Provide basic health support and assistance with health care needs, including vital signs, bathing, toileting, dressing and grooming.

**You must help consumers shave and do their hair.**

- Provide hands-on personal assistance required as needed by each consumer to maintain good personal hygiene.

**You must take clients out on activities.**

- Assist clients with life skills, including living, vocational, recreational and educational skills.

**You must provide therapeutic support**

- Work in a ‘therapeutic partnership’ with clients in a considerate, open manner.
- Work co-operatively as a member of a treatment team and program.

- Assist consumers with experiences and activities that will improve the quality of their lives; including but not limited to attending camp and parties.
- Help in the development or rehabilitation of a range of practical skills as well as interpersonal skills.

**You must attend camp with the consumers.**

- Provide active rehabilitation programming to clients in recreational, cultural and educational pursuits.
- Provide specific prompts outlined in a client’s plan of service.

**“It’s all worth it.”**  
Melissa Paynter  
Grass Lake Manager

**You must provide daily living support**

- Accompany clients to health care appointments as needed, and with client’s consent, assist in taking necessary documents, in communicating nature of condition and in documenting instructions provided by the health care provider to the client

**You must take clients to health care appointments and help them communicate with their doctors.**

**You must cook meals for the clients.**

- Educate and assist consumers in making healthy and nutritious food choices
- Prepare a range of healthy meals for consumers in accordance with the prepared menu.

**You must drive the clients**

- Transport clients when needed to programs, activities, and appointments

**You must provide support to increase the clients quality of life.**

- Advocate for and assist clients in expressing their interests and needs.
- Assist and encourage clients whenever possible to exercise choice and make decisions regarding their residence, day-to-day routines, hobbies, pursuits and relationships as well as encouraged to develop skills required to participate in meetings.
- Develop a working familiarity with the clients' strengths and interests; for

example, considering what they are good at and what they enjoy.

**You must be emotionally supportive**

- Motivate residents to accomplish the tasks inherent in daily living. Staff should be prepared to continue verbally motivating a resident even when that resident expresses fear or reluctance by shouting or engaging in other asocial behaviors.

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**4. It is your duty to keep the program clean.**

**You must clean**

- Deeply and daily clean all areas of the site
- Ensure the good repair, safety, cleanliness and completion of all assigned chores.
- Maintain the appearance of the home and yard.

**You must mow the lawn and shovel snow.**

- Collect and clean laundry,
- Serve and clean up after meals

**You must follow cleaning protocols**

- Know and be responsible for all standards of cleanliness
- Use all appliances responsibly
- Use all cleaning products in accordance with written directions
- Follow universal precautions at all times.

**You must wash your hands - Do it often. Do it correctly.**

**You must secure a healthy living environment**

- Helping clients create a safe and comfortable home environment

- Provide clients with opportunities for privacy, freedom of expression, comfort and space.
- Respond to emergencies affecting individuals, including administering First Aid and CPR and using approved intervention techniques.
- Assume responsibility for completing chores in a consumer's private household as is consistent with that consumer's plan of service and with the fundamental goals of maintaining their housing and securing a healthy living environment for each consumer.

**“Living in a clean environment helps boost self esteem and shows our clients that they deserve the best.”**

Jennifer Crawford  
Administrative Supervisor

**You must do all the cleaning of the house, even if a client helps or it is on a client chore chart.**

- Complete all tasks that are generated by the operation of residential facilities, including trash removal, laundry and any task a client should be motivated to complete for the sake of his or her self-care, but refuses to attempt.

**You must role model**

- Instruct and assist clients in completing household chores with an understanding that these represent an aspect of self-care.

**5. It is your duty to keep the clients safe.**

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**You must respond effectively to Emergencies & Crises**

- Give immediate, appropriate and adequate treatment
- Be fully available to and advise clients on health and safety issues;
- Call 911
- Intervene in crises in accordance with plans of service or agency policy

Emergencies as part of the mandatory qualification requirement

- Keep training current, particularly First Aid and CPR and to update these trainings as the certificate expiration date draws near.
- Learn and apply all provisions of agency policy when handling specific types of emergencies and crises.

**“With early detection of health problems ... You could save a life.”**

Sue Ellen Gillie  
Assistant SILO Coordinator

**You must attend to crises:**

1. Assess the situation
  2. Attend to the emergency
  3. Attend to the clients
  4. Obtain assistance
  5. Report verbally to line management
  6. Prepare a written report.
- Be fully aware of and in compliance with recipient rights guidelines.
  - Follow the on-call back up policy.
  - Report and document all accidents and injuries including those involving clients, co-workers or self.
  - Appropriately conduct emergency management response drills when assigned and completes necessary documentation.

**You must give first aid:**

1. Assess the situation
2. Identify any life threatening condition
3. Establish priorities of treatment.

**You must properly implement Health and Safety Procedures**

- Receive training in First Aid, CPR, Fire Safety and other Environmental

## 6. It is your duty to effectively manage your shift.

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### **You must follow SRS Policies and Procedures**

- Be knowledgeable and comfortable with all established policies and procedures of SRS and of the work sites where they are covering a shift.
- Distribute medication in accordance with SRS policies and procedures
- Log vehicle usage in conjunction with appropriate and pre-authorized vehicle usage
- Be aware of and accountable for all program and client funds on site during shift.
- Assist with scheduled client appointments
- Follow the set house menu and nutritional guidelines, making only necessary substitutions with appropriate documentation.
- Complete activities as scheduled
- Request additional instructions from the on-call supervisor when any unusual or unanticipated situation arises.
- Adhere to parameters of program budget, including spending caps and overtime restrictions;
- Comply with recipient rights requirements, HIPAA privacy and security requirements.

### **You must follow fundamental rules of work**

- Exercise professional standards including honesty, the exercise of sound judgment, conscientiousness, the open admission of uncertainty or need for clarified instructions, and the open admission of errors when they occur.
- Remain awake at all times – competently supervising and monitoring the clients;
- Remain fully aware of and accountable to work shifts that are assigned

### **You must know your scheduled shifts.**

- Follow verbal and written direction of supervisors.
- Attend mandatory staff meetings and all other meetings as assigned.
- Adhere to compensation policies and procedures for use of time clock and recording time worked.

### **You must clock in and clock out to record your work time.**

- Accept professional responsibility for completing and updating mandatory training in a timely manner.
- Participate and facilitate with energy all scheduled activities
- Provide continued coverage of the program until relief staff arrive;

### **You must perform and complete all**

**“Ultimately, it is your responsibility to make sure your recorded hours are correct. Check your time each time you work.”**

David Harenchar  
Personnel Manager, CPP

**other duties as assigned.**

**Necessary Knowledge, Skills and Abilities**

1. Knowledge of basic human physical and psychological needs.
2. Knowledge of simple health and safety precautions.
3. Knowledge of basic first aid methods.
4. Ability to write daily progress and behavior reports using a professional, objective style and voice.
5. Ability to communicate effectively, both orally and in writing.
6. Ability to interact with clients, community members and other treatment team members.
7. Ability to read and comprehend training manuals.
8. Ability to follow written and oral instructions.
9. Ability to obtain approval and skill to drive an 8-12 passenger van on day shifts.
10. Ability to carry out the physical requirements of assisting and lifting individuals, as necessary.
11. Exercise of mature judgment in appraising a situation and adopting an effective course of action.
12. Ability to learn basic operation and maintenance of adaptive equipment.
13. Ability to be supportive and patient.
14. Ability to be a team player.
15. Ability to be compassionate and empathetic
16. Demonstrated understanding of the rights of people with a disability.

**Fundamental Work Rules**

1. Come to work, arrive on time for scheduled shifts, and remain active during shift.
2. Dress appropriately.
3. Use time clock system to record hours worked.

**Continued Employment Requirements**

1. Retraining as required.
2. Provide written notification of all criminal charges, convictions or pleas.
3. Provide notice of driving infractions, suspensions and loss of driving privileges.
4. Update driving and health status.

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(Employee Signature)

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(Date)

\_\_\_\_\_  
(Printed Name)

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(Manager/Supervisor Signature)

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(Date)

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(Printed Name)