

## **Job Summary**

The Direct Support Professional is responsible for the daily care and supervision of children ensuring their health, safety, and well-being is protected at all times. The Direct Support Professional provides guidance and support of children in a safe, structured environment that meets the needs of the children while maintaining professional and acceptable boundaries at all times. The direct support professional work closely with supervisors, addressing issues and concerns within the team to achieve desired results.

## **Responsibilities**

### ***General:***

- Contributes to Pathways' mission, vision, and program philosophies by way of work product and professional behavior with both internal and external parties.
- Participates actively in agency quality assurance activities including performance and outcomes review, case record review, stakeholder satisfaction review, incident review, and improvement planning.
- Adheres to the requirements and regulations as set forth by the Texas Department of State Health Services and level of care standards.
- Adheres to all current federal & state laws, as well as to Pathways' policies and procedures, including the safeguarding of confidential healthcare information and compliance with the Health Insurance Portability & Accountability Act (HIPAA).
- Demonstrates an awareness, appreciation and respect for diverse cultures and individual differences of clients and fellow employees.
- Reports immediately any suspected incidents of child abuse or neglect to the Program Administrator and the Child Abuse Hotline (1-800-252-5400).
- Establishes rapport with residents, family members, caseworkers, probation offices and others.
- Reports serious incidents and updates to appropriate people per policies and guidelines.
- Complies with all initial and annual training requirements per program requirements.
- Attends staff meetings as required.

### ***Essential Duties:***

- Supervise residents to ensure their safety and well-being and adjust the level of supervision according to the circumstances and needs of the residents in care.
- All shifts, including overnight shifts, must stay awake throughout shift and document headcounts per program requirement, use of bathroom and any unusual sleep patterns or behaviors. Provides supportive supervision for residents unable to sleep. On night shifts, must stay in contact with other night staff as program required.
- Make sure residents have the appropriate clothing, shoes, personal care supplies, and hygiene items needed for grooming, including encouragement and coaching on maintaining good hygiene and proper attire, as required by the program.
- Support the education of residents in care, ensure they are on time, participate in teacher conferences and provide assistance with homework as needed. If residents attend school onsite, monitor classrooms.
- Implements daily activity schedules including, but not limited to, hygiene, mealtime, chores, schoolwork and recreation. Assist in the planning, ordering, and preparation of healthy meals and snacks in the home.
- Supervise and facilitate all recreational and leisure time.
- Work in cooperation with other child-care staff to provide a safe, clean, orderly home for residents in compliance with applicable licensing and accreditation standards.

- Provide input in staff meetings to develop individual habilitation plans as necessary.
- Follow individual service plans.
- Observe and document changes in behavior or symptoms of illness.
- Be knowledgeable in and follow all regulatory, licensing and accreditation standards
- Transport residents in facility vehicles, as needed, to required appointments or off-site activities. Ensure supervision requirements are met and followed while off-site.
- Administers all prescribed medications and properly records medications given and observe for side effects.
- Models appropriate behaviors, judgement and language.
- Completes shift logs prior to the end of each shift worked.
- Implements emergency procedures when necessary and appropriately implements therapeutic interventions with residents when necessary.
- Assesses and corrects any problems within skill level or social appropriateness.
- Submit work order requests through supervisor for any work that requires a skilled worker such as major electrical and plumbing issues.
- Completes others duties as assigned.

**Supervisor:** Program or Shift Supervisor, Program Manager or Program Administrator

**Supervises:** N/A

**Work Environment:** Office and residential setting interacting with clients. Exposure to blood or bodily fluids

**Work Hours:** Full-time or part-time with day, evening or night shifts. Work hours must be flexible to include some weekend, holiday, and evening/night hours

**Classification:** Non-Exempt

### **Education & Experience**

- Must be at least 21 years of age
- Must have at least a High School Diploma or equivalent
- A minimum of 1 year of prior experience as direct care staff in a residential treatment center serving children in the child welfare system is preferred
- Experience working with children diagnosed with intellectual and developmental disabilities, and behavioral and emotional disorders is preferred

### **Knowledge, Skills, & Abilities**

- Ability to assist residents during meal preparation, housekeeping responsibilities, personal hygiene, grooming and other activities as needed.
- Ability to support the agency's culture, growth, and success through communication, accountability, and positivity
- Ability to be clear headed and decisive based on the scope of the position
- Ability to work efficiently and effectively both individually and as part of a team
- Ability to appropriately accept feedback through the supervision process thus displaying the willingness to learn, grow, and improve
- Demonstrate the ability to be a positive role model and have excellent leadership skills
- Competent in using Microsoft Word, Excel, the Internet, electronic records management system and other software applications
- Effective oral/written communication and organizational skills
- Ability to maintain confidentiality

### **Additional Requirements**

- Proof of valid Driver's License (Type C)
- Access to reliable transportation
- Proof of valid/current auto insurance
- Copy of official state driving record
- Three (3) employment references
- Cleared criminal background check and signed statement regarding felony indictments/convictions
- Cleared TB test results (current within 12 months prior to employment)
- Cleared pre-employment drug test
- Working cellular telephone

### **Physical and Mental Demands**

With or without reasonable accommodation, the physical and mental requirements of this job include the following: frequent bending, stooping, reaching, lifting, carrying, pulling, climbing and kneeling in interactions with the children. Approximately 50% of the time on shift spent walking or standing. Must hear, speak and see well to drive and respond quickly in emergencies. Ability to recognize the needs and moods of non-verbal children recognize the difference between angry and combative and the ability to differentiate tone and volume in conversations. Ability to maintain a calm demeanor in tense situations and use appropriate de-escalation skills as trained. Requires participation in field trips, recreation and social activities (both indoors and outdoors).

### **DISCLOSURE STATEMENT**

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

Pathways Youth and Family Services, Inc. does not discriminate on the basis of race, color, age, national origin, religion, creed, disability, marital status, gender, gender identity and/or expression, sexual orientation, genetic information, status regarding public assistance, military status or any other characteristic protected by federal, state or local law in any of its activities or operations. Pathways is committed to a diverse and inclusive working environment and to providing an environment free of abuse, neglect, harassment or exploitation for employees and for children, youth and families we serve.