



JOB DESCRIPTION

POSITION: **DIRECT SUPPORT AIDE (DSA)**

REPORTS TO: Service Coordinator

POSITIONS SUPERVISED: None

DATE: August 3, 2009

JOB PURPOSE:

To provide safe, reliable and high quality services and supports to the people in your care, in their home. Ensure that the services and supports meet the essential personal and physical needs of each person in order to increase or maintain self-sufficiency. To always strive to make a positive difference in the lives of each person supported and to ensure that services are provided in accordance with the SOREO Declaration and Creed.

MINIMUM REQUIREMENTS:

- 18 years of age
- Demonstrated integrity and honesty
- Demonstrated commitment to the care of older people and people with disabilities
- Demonstrated dependability, good attendance and punctuality
- Demonstrated empathy, communication skills and emotional fitness in order to effectively interact with older people and people with disabilities
- Required to pass a criminal/background check in accordance with A.R.S. § 36-41 and A.R.S. § 36-411. Obtain and maintain a Fingerprint Clearance Card.
- Must be able to transport self to the work sites on a regularly scheduled basis.
- Maintain the State of Arizona required level of liability insurance, maintain registration for all vehicles being used, and possess a current Arizona driver's license.
- DSA's who provide transportation services to people with developmental disabilities, must submit to an annual Motor Vehicle Division records check and meet eligibility requirements.
- Must provide three (3) verifiable references (non-family). One reference must be from a previous employer
- Must have or be able to obtain and maintain current CPR and First Aid Certifications.
- An employee, prior to being employed and annually thereafter, shall submit one (1) of the following as evidence of freedom from pulmonary tuberculosis:
 - A report of a negative Mantoux skin test taken within 6 months of submitting the report, or

- A written statement from a physician stating that, upon an evaluation of a positive Mantoux skin test taken within 6 months of submitting the physician's statement of a positive Mantoux skin test, the individual was found to be free from pulmonary tuberculosis.
- Certified as a SOREO Direct Support Aide
- Pass SOREO Orientation Training
- Pass SOREO mandatory annual training
- Bilingual, if providing services in a home where the primary language is a language other than English.

DESIRED QUALIFICATIONS:

- High School diploma or G.E.D.
- Experience in providing Attendant Care, Personal Care, or Housekeeping services to adults and/or children.

ESSENTIAL JOB FUNCTIONS:

This position requires that you be able to speak, read, and write at a level, which allows full communication and participation in a team situation. This position has the following physical requirements:

- Full vision, or correctable adequate vision (glasses or contacts)
- Full hearing or correctable adequate hearing.
- Lifting and carrying a minimum of fifty (50) pounds
- Functional gross and fine motor skills
- Functional dexterity needed in all aspects of body movements

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

All employees must comply with SOREO Substance Free Workplace Policy.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Provide safe, reliable and high quality services and supports in accordance with the Care Plan for your assigned individuals and families.
 - 1.1. Immediately notify your supervisor if an individual refuses all services identified in the Care Plan.
 - 1.2. Notify your supervisor by the end of your shift if an individual refuses a specific service for two consecutive visits. (such as bathing, laundry, etc.)
2. Provide services and supports in accordance with your schedule, the service authorization, SOREO Policies and Procedures and the SOREO Declaration and Creed.
3. Assist each assigned individual to maintain their personal cleanliness and activities of daily living through the following tasks:

- 3.1. Assist with showering, bathing, toileting, dressing and shampooing.
- 3.2. Assist with oral hygiene.
- 3.3. Assist with bowel and bladder care.
- 3.4. Assist with transfer to and from wheelchair and/or bed.
- 3.5. Assist with eating, where the assistance required may include:
 - a.) Reminding or encouraging the individual to maintain intake;
 - b.) Serving or bringing food to the individual;
 - c.) Preparing food for consumption through cutting meats or other set-up activities and
 - d.) Feeding the individual or assisting the individual with eating.
- 3.6. Assist with routine ambulation activities.
- 3.7. Assist with routine nail and skin care.
- 3.8. Assist with tasks necessary for the comfort and safety of the people in your care when they may have restricted movements.
- 3.9. Assist the individual with special appliances and/or prosthetic devices. (This is only required when the procedure is routine, well established and is in accordance with the Care Plan.)
- 3.10. Assist the individual with routine range of motion activities. (Specific training with the individual is required prior to providing this type of assistance)
- 3.11. Train the individual, his/her family members and/or friends in personal care tasks.
4. Provide general, supervision in accordance with the individual's Care Plan.
 - 4.1. Provide medication reminders and assist the individual with his/her self-administration of medication.
 - 4.2. Provide supervision to ensure the safety of each individual assigned to your care.
 - 4.3. Monitor the individual's medical condition and functioning level and report to the Service Coordinator any noticeable change.
 - 4.4. Provide companionship and recreational/socialization skill development during scheduled hours, in accordance with their Care Plan.
5. Provide assistance to attain or maintain safe and sanitary living conditions, including but not limited to the following tasks:
 - 5.1. Cleaning tasks - dusting, cleaning floors, bathrooms, windows, oven, refrigerator, kitchen, washing dishes and routine maintenance of household appliances;
 - 5.2. Laundry tasks - washing, drying and folding laundry of the person assigned to your care (ironing to be included if the individual's clothes cannot be worn otherwise). This duty may be performed in the person's home, apartment complex or at the local Laundromat.

- 5.3. Changing linen and making bed;
- 5.4. Shopping for and storing the individual's medicine and household supplies;
- 5.5. Taking garbage out.
6. To attain safe living conditions:
 - 6.1. Heavy indoor cleaning such as washing walls, cupboards, doors and ceilings;
 - 6.2. In unusual circumstances, yard work such as cleaning the yard and hauling away debris.
7. Planning, shopping, storing and cooking food for nutritional meals.
8. Caring for a garden if food is grown for the individual's consumption.
9. To assist the individual receiving services and supports to obtain and/or care for their basic material needs for water, heating and food.
10. Encourage family support for each person's Care Plan.
11. Refuse to provide services and supports when the requested services could harm an individual or violate their rights.
12. If during the course of service delivery you witness a medical emergency, abuse or neglect you are required to immediately attend to the needs of the individual in your care and call 911. You are then required to notify your supervisor.
13. Assist in providing appropriate attention to injury and illness through the provision of first aid.
14. Maintain skin integrity and the prevention of pressure sores.
15. Notify the Service Coordinator immediately following your shift if the assigned individual appears to need additional non-critical medical and/or social support than is specified in their Care Plan.
16. Immediately notify your supervisor if an individual is not home to receive scheduled services under the following conditions:
 - 16.1. If the individual has been admitted to any facility such as a hospital, nursing home, rehabilitation center, etc,
 - 16.2. If the individual is out of town or on vacation,
 - 16.3. For any reason.
17. Immediately notify your supervisor if you become aware that one of your families is intending to temporarily or permanently discontinue services.
18. Immediately notify your supervisor if an individual receiving services and supports refuses to allow you to use their telephone to access the vTrak system.
19. Immediately notify your supervisor if an individual's telephone has been disconnected or is not in working order.
20. Immediately notify your supervisor if any item, fixture, property or equipment is broken or lost in an assigned family's home, because of your actions or negligence.
21. Follow a Code of Conduct which includes but is not limited to:

- 21.1. Maintain confidentiality and follow SOREO Privacy Plan.
- 21.2. Act and communicate in an appropriate professional manner at all times.
- 21.3. Treat the individuals in your care, their family members, your co-workers and supervisors with dignity and respect.
- 21.4. Provide services in a manner that respects the dignity, privacy, property, religion, and culture of each person.
- 21.5. Request assistance if uncomfortable or unsure with any assignment.
- 21.6. Maintain a clean, modest and well-kept appearance.
- 21.7. Be on time for all scheduled shifts. Unapproved absences will not be tolerated.
- 21.8. Adhere to all local traffic laws while on duty.
- 21.9. Smoke in designated areas only.
- 21.10. **Do NOT** make or receive personal calls while on duty. Emergency calls related to personal or family crisis are an exception.
- 21.11. **Do NOT** provide transportation services to any individual receiving services and supports through SOREO (Private Pay and persons with developmental disabilities excluded.)
- 21.12. **Do NOT** accept a gift over the value of \$50.00 from any individual receiving services and supports through SOREO.
- 21.13. **Do NOT** request or accept additional payment, gratuities or tips from an individual receiving services and supports through SOREO
- 21.14. **Do NOT** receive personal visitors while providing services at an assigned individual's home.
- 21.15. **Do NOT** administer any medications either orally or by injection to the individual in your care.
- 21.16. Follow your Service Coordinator's instructions. (SOREO considers failure to follow instructions to be insubordination.)
22. Submit all required paperwork within requested time frame.
23. Submit time cards within the required time frame or use vTrak (automated voice recognition time keeping system) when you arrive and depart from each work site or home.
 - 23.1. Aides cannot submit a time card or use Vtrak if the client is not home to receive services.
24. Attend meetings and/or trainings as requested.
25. Other duties as assigned by the Service Coordinator.

WORKING CONDITIONS:

While providing supports and services you may be exposed to the following working conditions:

- All job assignments will be performed in the individual's home and immediate community.
- Certain job assignments may require Direct Support Aides to work an unconventional schedule.
- Certain job assignments may require Direct Support Aides to work holidays.
- Certain job assignments may expose Direct Support Aides to bloodborne pathogens.
- Certain job assignments may expose Direct Support Aides to profanity and offensive/violent behavior.
- Certain job assignments may require staff to assist people with very personal intimate care.

I have received, read, understood and will adhere to the Direct Support Aide Job Description.

Direct Support Aide's Signature

Date

Printed Name

PIN

Service Coordinator's Signature

Date