

**Volunteers of America of Oklahoma
Job Description**

Title: Direct Support Professional
FLSA Classification: Non-Exempt
Career Band: Support (S1-S2)
Department: Developmental Disabilities
Reports to: Program Coordinator or assigned House Manager

Vision Statement of Volunteers of America of Oklahoma:

The company is a national, not-for-profit, faith based organization, that provides local human service programs and opportunities to people with developmental disabilities, the elderly, people who are or have been homeless, at-risk youth and many others.

Code of Ethics:

All staff members will abide by the Code of Ethics set forth below:

1. I will be conscious of the fact that everything I do, directly or indirectly, has the potential to reflect upon Volunteers of America of Oklahoma as a whole.
2. I will conduct myself at all times with openness, forthrightness, and honesty in dealing with people and organizations, both internally and externally.
3. I will hold myself to the highest possible standard of conduct reflective of the work that I do, always striving to avoid even the appearance of impropriety.
4. I will treat everyone with dignity, worth, respect, concern, courtesy, and fairness.
5. I will be sensitive to and seek solutions for all instances of discrimination and social injustice that I observe.
6. I will respect and comply with all applicable laws and regulations.
7. I will exercise prudent stewardship of all Volunteers of America resources.
8. I will avoid all "conflict of interest" relationships with board members, staff, suppliers, those we serve, and other organizations with whom I deal, unless disclosed and approved.
9. I will accept no gifts or favors that might influence the performance of my responsibilities.
10. I will also adhere to and comply with the defined standards of conduct of my profession.

Critical Cultural Success Factors:

Our culture mandates that our employees demonstrate integrity and the highest degree of professionalism. Our team is expected to be collaborative, energetic, caring, responsible and accountable for their professional performance and the professional performance of the team they supervise.

Professional Expectations of All:

In addition to your job summary, qualifications, skills and physical demands listed below, all employees are required to:

1. Abide by our organization's Code of Ethics
2. Demonstrate our Critical Cultural Success Factors in the execution of their duties
3. Read and comply with all applicable federal, state, and organizational regulations and policies.
4. Immediately inform their supervisor if they have questions regarding the policies and procedures with which they are expected to comply.
5. Personally seek to eliminate or reduce risks of injury or illness to employees by immediately identifying unsafe conditions, taking immediate action to correct unsafe conditions, and immediately informing their direct supervisor of all unsafe conditions.
6. Rigorously follow all safety policies, procedures and specific hazard control techniques (lifting policy, infection control, universal precautions, etc.)

Job Summary:

To support individuals with developmental disabilities in their development of basic living and social skills with the primary goal of integrating them into the community to the best of their ability. Most work is done in the service recipient's home and will vary by the home and service recipient.

Job Duties:

- **This position regularly requires long hours and frequent evening, weekend and holiday work.**
- Must adhere to the company's attendance and punctuality policies.
- Develop service recipient's basic living skills (e.g., social, domestic, and hygiene) through instruction and encouragement.
- Assist in the development and implementation of long and short-term goals for service recipients, as developed by the Personal Support Team, under the supervision or direction of the Program Coordinator.

- Develop and maintain a positive and effective relationship with service recipients, families, staff, administration, case management, and other service providers and assist in coordinating with any and all their needs concerning service recipients.
- Perform, or assist service recipients with, personal hygiene as needed (e.g., bathing, brushing teeth, shaving, nail clipping, dressing, bodily functions, and appearance).
- Perform, or assist service recipients in, basic domestic duties as needed (e.g., cooking, cleaning, laundry, shopping).
- Coordinate and maintain service recipient's schedule (e.g., doctor appointments, and job).
- Coordinate service recipient's participation in leisure and recreational activities with assistance from the service recipient.
- Maintain records and complete paperwork as required by Volunteers of America of Oklahoma and the Oklahoma Department of Human Services', Developmental Disabilities Services Division (DDSD) (e.g., timesheets, mileage, petty cash, medication logs, service recipient progress notes, visitor logs, Incident Reports).
- Adhere to service recipient's behavior and health management plans (e.g., administration of medication, use of behavior modification techniques, dietary restrictions).
- Maintain a safe environment for the service recipient; prevent harm to service recipient, self, and others.
- Transport service recipient to and from work, scheduled appointments, and recreational activities in a safe and timely manner.
- Manage service recipient's and agency's funds per Volunteers of America of Oklahoma policies and procedures.
- Serve as a good role model for the service recipient.
- Maintain current certification and attend training per Volunteers of America of Oklahoma and the service recipient's Individual Plan. (e.g., CPR, First Aid, MAT, Bloodborne Pathogens, and all other training required by Volunteers of America of Oklahoma policies and procedures, or service recipient's specific needs).
- Use various medical equipment (blood testing equipment, gastrointestinal tubes, etc.), communication devices (books, picture boards, hearing aids), transportation devices (vehicle, wheelchair, wheelchair lift), and domestic appliances (range, oven, vacuum cleaner, washing machine, clothes dryer, etc.).
- May be assigned collateral duties such as Health Care Coordinator and House Manager.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is required to walk, stand, sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift or move objects weighing up to 10 pounds and occasionally lift or move objects weighing up to 50 pounds. Frequent pushing and pulling (vacuums, wheelchairs, van doors, etc.) is also required.

Qualifications and Skills:

Required Qualifications:

- 18 years of age or older.
- Must have and maintain a working telephone contact number.
- Possess a valid Social Security Card.
- Possess a valid Oklahoma Driver's License.
- Have reliable transportation.
- Proof of current car insurance (your name must be on the policy).
- Maintain an acceptable driving record, Oklahoma State Bureau of Investigation criminal history checks, and Community Service Registry Record checks.
- Ability to handle sensitive issues while protecting others' welfare.
- Ability to exercise patience, understanding, creativity, and flexibility.

Preferred Skills:

- Possess a high school diploma or GED.
- Experience providing services to people with developmental disabilities.

Certification of Understanding:

The company reserves the right to revise or change job duties as business needs dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood the company reserves the right to change the work schedule as required, to include overtime.

I have read and understand this job description and the professional expectations of the position and am qualified to perform the duties listed above. I acknowledge this description provides a representative summary of the major duties and responsibilities of the position and that other job related tasks may be assigned by my supervisor.

This position is subject to random drug testing. Refusal to take a drug and/or alcohol test will be grounds for immediate dismissal.

Employee Signature: _____ Date: _____

Employee printed name: _____