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**California Human Development**

**Job Description**

**Employee name:**

**Job Title:** Direct Support Professional (DSP)

**Department/division:** disABILITY Services

**Reports To:** Program Coordinator/depends on program  
**FLSA Status:** Non-Exempt

**Location:** Santa Rosa, Center   
**Revised Date:** 10/21/2020

**Summary Description**: The CHD/disABILITY Services Adult Development Program includes various approaches to day services for adults with developmental or intellectual disabilities. Our main focus is the UpLink program, a community-based day program focused on vocational training, community integration, situational learning opportunities, and social supports. We also provide a licensed day program focused on educational enrichment, skills training, direct supervision, and community integration. We are dedicated to person centered planning and work with each individual in our program to promote independence and self-direction. We offer a range of classes covering topics such as job readiness, creative artistic development, health and wellness, safety awareness, and other basic educational courses. We also emphasize the greater community as our primary classroom in order to offer social integration, natural learning environments and enjoyable recreational activities by transporting clients to various locations.

The Direct Support Professional (DSP) provides daily instruction and is responsible for training and direct care of adults with intellectual/developmental disabilities. The DSP implements Person Centered support plans that enables each participant to reach his or her personalized goals. The DSP works within a teamwork environment; they must be able to treat all individuals with dignity and respect and be able to listen actively to the individuals supported. The DSP works in community and employment settings to provide the supports needed for success. The person in this position works daily as a positive role model with persons with disabilities, including but not limited to intellectual and developmental disabilities, mental health, traumatic brain injuries, cerebral palsy, hearing and visual impairments, and physical disabilities.

**DUTIES AND RESPONSIBILITIES:**

The following duties are considered essential for this job classification.

* Train, instruct, and support individuals with intellectual or developmental disabilities in a variety of community based settings, worksites, and onsite or virtual classrooms, utilizing patience, flexibility, and strong communication skills to develop basic life habits and skills.
* Communicate effectively (both verbally and in writing) with supervisors, co-workers, and program participants from diverse backgrounds, keeping the Program Coordinator current regarding status of goals, training needs, or any other issues.
* Attend, participate and contribute to Discovery Sessions/Person-centered Planning/ISP meetings, as much as possible, in order to assist in empowering participants to develop individualized service plans.
* Provide positive role modeling for each participant by displaying positive daily habits and attitudes that promote good basic life skills and safety.
* Maintain thorough daily documentation in Therap, including data on employment, community integration, and other topics, as needed.
* Ensure overall safety of all participants in the program.
* Represent CHD/disABILITY Services in a professional manner and maintain professional relationships with referring counselors, families, residential services providers, other members of the ID Team and business customers.
* Attend all required staff meetings; participate in group problem solving process, implementation of decisions for classes, activities, and daily operations.
* Utilize appropriate community resources in order to meet the needs of every individual served.
* Follow established guidelines, policies, and procedures in order to ensure program consistency and protect the welfare of program participants.
* Utilize public transportation, or company vehicle, to support participants in accessing locations within the greater community, as outlined in the individual’s person centered service plan.
* Attend relevant training as assigned
* Participate in cross training for all direct service staff positions as assigned.
* Have sensitivity and concern for the rights and needs of participants, including a desire to relate to people with disabilities as dignified and competent individuals.
* Resolve conflicts and assist in behavioral supports according to the principles of positive behavior support planning.
* Follow relevant CARF, Community Care Licensing, DOL, DDS, DOR, OSHA and all relevant regulatory guidelines and standards.
* Represent CHD/disABILITY Services in a professional manner, with knowledge of and a commitment to the principles of normalization and providing age appropriate services.
* In the event of an Emergency Disaster situation, you may have added responsibility to provide care for the health and safety of clients until they are relocated to a safe place or until another responsible party is available to take charge.
* Perform other related duties as assigned.

**Supervisory Responsibilities**

None

**Reporting Relationships**

The DSPreports to the assigned Coordinator depending on the program they are working in. This could include the Uplink Coordinator, Work Services Coordinator, or Program Coordinator. They receive direct supervision within the framework of CHD/disABILITY Services Policies and Procedures.

**Required Skills and Abilities**

* Ability to communicate effectively verbally and in writing with individuals and groups, including occasional public speaking.
* Ability to advocate for the participants in all settings with a person-centered approach.
* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
* Basic knowledge of Microsoft Office including, Excel, Word, PowerPoint, Publisher, Access, and Outlook.
* Ability to conduct effective public relations.
* Sign language and/or Spanish-speaking ability highly desirable.
* Ability to use arithmetic skills normally applied in this position.
* Ability record dates, times, and data accurately.
* Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
* Ability to be resourceful, organized, and observant when working with program participants.
* Ability to solve practical problems and resolve conflicts effectively.
* Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
* Ability to use sound judgement.
* Possess a dedicated interest in serving disadvantaged people. Possess a caring attitude towards fellow employees and clients served.
* Ability and desire to inspire motivate and lead individuals.
* Ability to maintain own psychological well-being and recognize and manage personal bias.
* Ability to advocate for the participants in all settings with a person-centered approach.
* Ability to effectively teach, coach, and work with people with a variety of disabilitites.
* Ability to use problem solving skills and adapt to change.
* Ability to travel to various locations

**Education and/or Experience**

* High school graduate or GED and must be age 18 years or older.
* Basic Sign Language or bi-lingual in Spanish, a plus.
* Sufficient professional and/or personal experience which demonstrates possession of the required knowledge and abilities to work with persons with disabilities.
* Experience with conflict resolution and positive behavior support techniques desirable.
* One-year related experience in customer service/social services/human resources is highly desirable.
* Eight (8) years of verifiable driving experience.

**Certificates, Licenses, Registrations**

None

**Physical Requirements**

Regularly*:* Carrying up to 25 lbs., standing, manual dexterity, reaching

Occasionally: Sitting, stooping, lift up to 40 lbs, squatting, kneeling, bending, push/pull, twist

Seldom: Climbing

**Work Environment**

Various environments in the community of Santa Rosa. Work with others all day with frequent verbal face-to-face contact. Some level of noise from traffic, people, site-based noise.

Occasionally:Outdoor weather conditions.

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders. Employment at CHD is* ***at-will****. This means employment is for an indefinite period of time and it is subject to termination by the employee or by CHD, with or without cause, with or without notice, and at any time.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_