



JOB DESCRIPTION

DIRECT SUPPORT STAFF

Direct Support Staff (DSS) supports adults with developmental, intellectual, and/or acquired disabilities during the provision of services. The DSS implements activities that motivate, stimulate, and support individual client development. The DSS encourages clients to actively engage in service activities that support individualized goal attainment and desired service outcomes. The DSS is supervised by a PAB Service Supervisor and/or Center Manager.

JOB FUNCTIONS

Communication and Engagement

- Communicate respectfully and foster cooperative relationships with SECOH clients, their support networks, staff, vendors, and affiliates.
- Engage in positive, cooperative, and effective internal and external verbal and written communication.
- Engage and actively participate in client, staff, and team meetings by providing feedback and suggestions to improve services.
- Engage in training in the spirit of increasing knowledge thereby improving workplace relationships, efficiency, and job execution.

Service Activities and Goal Implementation

- Implement service activities as scheduled.
- Ensure activities involve clients and support their active participation.
- During activities, modify approach and support to ensure active client interest and participation.
- Facilitate activities and provides opportunities for clients to develop skills that support personal development and service goal attainment.
- Consult with supervisor and actively participate in discussions regarding activity and goal implementation to ensure methods, approaches, and opportunities remain relevant.
- Ensure all actions related to activity and goal implementation are executed in accordance with internal and external expectations, policies, and procedures.
- Participate in client meetings to discuss service delivery and identify potential for client growth and service improvement as requested.
- Work cooperatively with supervisor to determine client satisfaction concerns and works toward improvement.

Service Documentation

- Complete assigned client activity summaries as required and within established deadlines.
- Complete service documentation as required and within established deadlines.
- Complete data collection and related documentation as required and within established deadlines.

Teamwork and Communication

- Cultivate a workplace rooted in responsibility, autonomy, accountability, and consistency.
- Actively participate in meetings with supervisor and fellow team members to support effective and efficient operations.
- Collaborate with supervisor regarding staffing matters in the spirit of improving team communication/relationships.

Financial Activities

- Ensure all monies spent are authorized and for business purposes.
- Provide receipts for all business expenses within established deadlines.

Health and Safety

- Participate in investigations of suspected/potential client abuse & neglect cases as requested.
- Ensure a safe, clean, and organized service environment.
- Provide necessary supervision and support to clients to ensure their wellness and safety during service delivery.
- Report all required equipment and facility repairs to ensure safety.
- Assist, support clients and staff, and stabilize emergency situations as needed.
- Complete accident/incident reports to summarize events, identify actions taken, and recommend support/changes required to prevent re-occurrence as applicable.

Other Job Functions

- Attend and participate in all meetings and training related to the role and responsibility of a Direct Support Staff, the health and safety of clients, and agency operations as directed.
- Performs other activities as directed by supervisor and/or SECOH senior management.

STATUS & WORK HOURS

Full-time; non-exempt (30 or more hours)

Part-time; non-exempt (less than 30 hours; fixed schedule)

On-Call; non-exempt (less than 30 hours; schedule as needed/available)

*Sunday through Saturday as determined by service/location.

IMMEDIATE SUPERVISOR

PAB Service Supervisor and/or Center Manager

POSITIONS SUPERVISED

None

MINIMUM EDUCATION & EXPERIENCE

- High School Diploma
- One-year experience serving/supporting people with disabilities preferred.

KNOWLEDGE, SKILLS, & ABILITIES

Demonstrated high school level verbal and written communication skills. Demonstrated ability to work cohesively with others. Demonstrated ability to multi-task and complete tasks independently once direction is provided. Knowledge of best practices principles in supporting people with disabilities preferred.

EMPLOYMENT REQUIREMENTS

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| Current TB Clearance | Current CPR & First Aid Certification |
| Current Protective Services Central Registry Check | Pre-Employment Drug Test |
| Current Criminal Conviction Record Check | Mobile Phone |
| Current Water Safety Certification | |
| Proof of identification or legal authorization to work in the U.S. | |
| Current Valid Hawaii Driver's License (as applicable) | |
| Current State of Hawaii Traffic Abstract (as applicable) | |

WORKING CONDITIONS & PHYSICAL/MENTAL DEMANDS

Indoors and outdoors. Exposure to blood borne pathogens requiring personal protective equipment may occur during direct service provision. This job requires light physical effort as part of regular work routine, such as frequent standing, walking, lifting, and carrying of lightweight materials.

The above information in this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position. Employment with SECOH is voluntarily entered, and employment relationship is at will at any time, with or without notice or cause, consistent with applicable federal and state law.

Employee Name (Printed)

Employee Signature

Date

File: Personnel File
Copy: Employee