Job Description

**Job Title:** Direct Care Staff (DCS)

**Department:** Residential Homes

**Supervisor:** Melvin Parker/Carla Vidal

**Prepared By:** Melvin Parker, COO

**Summary**

Assists in providing self-care training and therapeutic treatments to residents of mental disability center by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned. Demonstrates activities such as bathing and dressing to train residents in daily self-care practices. Converses with residents to reinforce positive behaviors and to promote social interaction. Serves meals and eats with residents to act as role model. Accompanies residents on shopping trips and instructs and counsels residents in purchase of personal items. Aids staff in administering therapeutic activities, such as physical exercises, occupational arts and crafts, and recreational games, to residents. Restrains disruptive residents to prevent injury to themselves and others. Observes and documents residents' behaviors, such as speech production, feeding patterns, and toilet training, to facilitate assessment and development of treatment goals. Attends to routine health care needs of residents under supervision of medical personnel. Gives medications as prescribed by Physician. Trains parents or guardians in care of deinstitutionalized residents.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

**Continuous Learning** - Seeks feedback to improve performance; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

**Use of Technology** - Demonstrates required skills; uses technology to increase productivity.

**Problem Solving** - Identifies and resolves problems in a timely manner; uses reason even when dealing with emotional topics.

**Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.

**Communications** - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

**Cooperation** - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works actively to resolve conflicts.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

**Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; able to read and interpret written information.

**Leadership** - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

**Quality Management** - Demonstrates accuracy and thoroughness.

**Diversity** - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

**Ethics** - Treats people with respect; keeps commitments; works with integrity and principles; upholds organizational values.

**Organizational Support** - Follows policies and procedures; supports organization's goals and values.

**Adaptability** - Adapts to changes in the work environment; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

**Personal Appearance** - Dresses appropriately for position; keeps self well groomed.

**Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals.

**Initiative** - Volunteers readily.Judgement - Exhibits sound and accurate judgment; makes timely decisions.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently.

**Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

**Quantity** - Meets productivity standards; completes work in timely manner; works quickly.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Reasoning Ability**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Microsoft Word Word Processing software, Therap Database software, ISP Goal Tracking, Protocol Tracking, Incident Reporting, Medciation Administration & Documentation, CPR/First-Aid Certified.

**Certificates, Licenses, Registrations**

Current TB, Current CPR/First Aid Certification, Current Driver's License. HS Diploma, GED

**Physical Demands** 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to stand; walk; sit; talk or hear and taste or smell. The employee is frequently required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.