



Support Staff Position Description

Position Title: Support Staff

Effective Date: 6/1/2013

Title of Supervisor: House Manager or Services Manager

Supervises: No one

Employee Classification: Non-Exempt

Position Vision Statement:

The Ron Wilson Center Mission Statement is “Enhancing the Personal Lives of the Individuals We Support”. The Support Staff position is an entry level direct support position that is designed to assist individuals that experience developmental/intellectual disabilities in their activities of daily living. This can be done through many areas of an individual’s life including financial support, medical support, transportation, outings, cleaning, meal preparation, etc. The role of a Support Staff is to help the individuals we support to be as independent and integrated into the community in which they live as possible while helping them to also be happy, healthy and safe. Support Staff use tools such as Individual Support Plans and Person Centered Thinking to accomplish these goals.

Minimum Qualifications:

1. Minimum 18 years of age
2. Have obtained high school diploma, GED, or equivalent
3. Approval to work after a background check through the State of Oregon
4. Be legally eligible to work in the U.S. and able to provide documented proof thereof
5. Current valid state issued driver’s license, excellent driving record, proof of insurance, and be able to be insured by the Ron Wilson Center Auto Insurance Carrier.
6. CPR and First Aid certification and the ability to perform CPR and First Aid
7. OIS certification and the ability to safely perform protective physical interventions
8. Maintain a minimum of 12 hours of training within the previous 12 months at all times
9. Ability to work independently without direct supervision while following RWC Policies and Procedures and training
10. Capable of responding to and handling emergencies
11. Able to read, write, and converse fluently in English
12. Basic computer skills
13. Positive team player

Physical Requirements:

1. Ability to lift up to 25 lbs.
2. Ability to safely perform OIS Protective Physical Interventions
3. Ability to perform First Aid and CPR

4. Ability to evacuate without assistance in the event of an emergency

Additional Factors to be Considered:

1. Experience in the general supervision, care, and support services of adults with developmental/intellectual disabilities in a community residential program is desired
2. Post high school education in psychology, special education, or a related field is helpful
3. Availability to work assigned shifts and assist in covering shifts as the need arises

Responsibilities:

Safety/Emergencies:

1. Mandatory reporting of any and all abuse situations
2. Understand all emergency procedures
3. Maintain current certification in CPR, First Aid, and OIS
4. Complete annual training for abuse reporting, blood borne pathogens, and other trainings as required by applicable state and federal laws, rules, and regulations.
5. Complete Home Safety Checks, according to RWC policy and practice, as assigned
6. Run and document fire drills according to RWC policy and practice as assigned
7. Report all safety concerns, hazards, accidents, and incidents or “near misses” through appropriate means and in appropriate timeframes
8. Be a responsible and safe driver and help maintain the cleanliness of RWC vehicle

Medical, Hygiene, and Nutritional Support:

1. Administer and document resident medications and treatments as prescribed and according to RWC policies and procedures including use of Medication Administration Records (MARs)
2. Support and help improve hygiene habits as appropriate. This may include bathing, dressing, grooming, toileting, laundry, etc.
3. Assist in shopping for personal hygiene items or other personal items within program and budgetary guidelines while modeling being a wise consumer
4. Perform assigned cleaning tasks while modeling these tasks for residents.

5. Support and train residents in the skills of cleaning and maintaining a clean, orderly, and odor-free home.
6. Ensure health and safety of individuals through common sense measures and everyday health and safety practices
7. Assist individuals with grocery shopping for themselves and their home as assigned while modeling being a wise consumer
8. Follow menus and diets and help clients to make healthy decisions regarding food choices
9. Support and assist individuals in meal preparation, maintaining and following doctor ordered diets, safe food handling practices, etc. through modeling and other means
10. Ensure proper storage of food and supplies to control waste and prevent contamination

ISP Support/Training

1. Provide for the general supervision, care, and support of all individuals receiving services
2. Professionally implement general life skills training, specific Individual Support Plan goals and formal training programs in a consistent manner
3. Actively teach and model community and social skills to all individuals
4. Monitor activities, relationships, and behaviors of individuals to ensure personal health, safety, and well-being
5. Be a professional and supportive teacher, but feel like a friend while maintaining appropriate professional boundaries
6. Participate in the development of Individual Support Plans (ISPs) and ISP meetings as requested
7. Meet with County Service Coordinators, consultants, investigators, etc. as requested
8. Maintain a clear understanding of OAR individual rights and ensure that response to needs or problems is in respect to the dignity and rights of the individual

Documentation

1. Complete and maintain accurate records for the following, whether on paper or using a computer based documentation system such as Therap:

- a. Medications and treatments
 - b. Finances
 - c. Log entries
 - d. Activities
 - e. Goals
 - f. Behaviors
 - g. Personal Property
 - h. The general support, health, and safety of the individuals we serve
2. Complete documentation in a professional manner as trained

General

1. Understand and follow all policies, procedures, and practices of the Ron Wilson Center
2. Perform duties in a professional manner consistent with the philosophy of the Ron Wilson Center
3. Maintain consistent appropriate professional dress, appearance, attitude, and relationships during all work hours
4. Maintain a minimum of 12 hours of training within the last 12 months at all times
5. Consistently attend All Staff meetings, regularly attend house/program staff meetings, trainings, etc. and actively participate
6. Properly complete the shift change routine when arriving for or leaving a shift including counting money and medications, reading logs, etc.
7. Assist in training other staff as assigned
8. Transport clients as needed
9. Support appropriate safe recreational activities and training in personal recreation
10. Function as a role model for all individuals in matters such as personal appearance, behavior towards others in the home and the community, use of community facilities, etc.
11. Follow guidelines for appropriate use of phones, computers, and other technology
12. Assist in projects and maintenance as requested
13. May serve on committees for specific purposes
14. Assume and perform other duties as assigned

Conditions:

This position requires some flexibility in the work schedule to meet the needs of the individuals we serve. The work schedule may include shifts at any time of day during any day of the week as dictated by the location and needs of the individuals we support. This position may have many interruptions.

Physical conditions:

(Occasionally is defined as 0-1/3 of an 8 hour day; Frequently is defined as 1/3 - 2/3 of an 8 hour day; Continuously is defined as 2/3 – 3/3 of an 8 hour day)

Talking/Hearing: Continuously in the performance of all facets of the job

Seeing: Continuously in the performance of all facets of the job

Standing: Continuously while moving from one area to another during job performance and while going to and from work or meetings

Handling/Touching/Feeling: Continuously while completing paperwork and other facets of the job

Sitting: Frequently while working on necessary paperwork, in meetings, and travelling to various locations.

Walking: Frequently to move in the work environment and also to various locations

Lifting/Carrying: Occasionally while carrying written materials, household items, laundry, groceries, etc.

Pushing/Pulling: Occasionally when the need arises to move equipment, supplies, furniture, etc.

Stooping/Bending/Crouching/Kneeling: Occasionally while picking up supplies, working in the kitchen, using electrical outlets, getting in or out of vehicles, and other facets of the job

Reaching/Twisting: Occasionally while retrieving equipment, supplies, kitchen utensils, paperwork, handing out materials and other facets of the job

Throwing: None

Environmental conditions:

The employee performs most of the duties indoors in various locations. The environment is heated, well lighted, and usually carpeted.

Occasionally inclement weather conditions may be incurred while traveling to and from locations or outdoors for various activities.

Acknowledgement:

I have read this position description and understand the requirements listed herein. I am aware that while efforts have been made to develop a complete and accurate position description the qualifications, responsibilities, and conditions are subject to change and that any omissions do not exclude them from duties I may be asked or required to perform if the work is similar, related, a logical assignment to the position, or is necessary in an emergency situation.

I understand that the Ron Wilson Center is an “at-will” employer and that the company or I may terminate the employment relationship at any time, with or without notice or cause, for no reason or for any reason not prohibited by federal or state law. “At-will” employment is for the employer and the employee.