

**Synod Community  
Services  
Job Description  
Title: **Direct Care Staff**  
FLSA: Non-Exempt**

**Summary**

The role of a Direct Care Professional is to assist individuals who reside in Synod Community Services Programs to live as independently as possible, reach their goals, develop skills and provide support when required. This position works as part of a team of staff who will assess and meet individuals' needs through the stages of specialized residential treatment.

**Qualifications**

- High School Diploma or equivalent
- Ability to obtain a valid Michigan Chauffer's Driver's License.
- Ability to pass the State of Michigan background check
- Ability to perform all job duties as outlined as verified through a pre-employment Physical Exam

**Working Conditions and Physical Effort**

Work in diverse residential settings from congregate licensed houses to privately leased apartments is required.

- The working environment and conditions of privately owned or leased housing is varied and is not secured or maintained by the employer.
- Work is regularly though less often performed in public spaces.
- Work is regularly though less often performed as a driver or passenger of a vehicle.
- A range of moderate to intense physical exertion is required to assist clients with personal care, lifts, transfers as needed and cleaning.
- Prolonged interaction with agency clients some manifesting unpredictable and aggressive behavior.
- At least one person on site must be able to provide CPR or abdominal thrusts as needed. This requires intense physical exertion.
- At most programs, the ability to ascend and descend stairs is required.

**Equipment Used**

- 8 – 12 passenger vans; mini-vans and cars.
- Wheel chairs, wheelchair lifts, hoier lifts and other adaptive health equipment as needed

- Blood pressure cuffs, glucometers, thermometers and other home health equipment and apparatus
- Household appliances, including laundry machines, dishwashers, refrigerators and stoves/ovens
- Office equipment, including fax, computer, telephone, pager, printers, photocopier, calculator and word processing software.

### **Essential duties and Job Responsibilities**

#### **1. It is your job to manage the stages of community based/residential treatment as they happen during the course of your shift**

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#### **You must be able to receive and process individual treatment orders & changes to existing orders**

- Be knowledgeable and comfortable with all established procedures when a treatment order arrives to the residential site
- Be comfortable interacting with outside agency and treatment team employees regarding the needs of individuals
- Be aware of symptoms or behaviors that may be concerning and know how to access the on-call clinical support

#### **You must be able to participate in the stabilization/crisis plan for each client**

- Be able to accompany individuals in the community, appointments, blood draw, visits to new places etc.
- Follow the set house menu and nutritional guidelines, making only necessary changes
- Complete activities as scheduled, both on site and in the community
- Request additional instructions from the on-call supervisor when any unusual or unanticipated situation arises.
- Be able to use the shift report to manage ongoing shift duties and specific tasks that may change daily depending on the individuals
- Comply with recipient rights requirements, HIPAA privacy and security requirements.

#### **You must respond effectively to Emergencies & Crises**

- Give immediate, appropriate and adequate treatment
- Be fully available to and advise clients on health and safety issues;
- Call 911
- Intervene in crises in accordance with plans of service or agency policy.

#### **You must perform and complete all other duties as assigned.**

**2. Necessary Knowledge, Skills and Abilities**

- Knowledge of therapeutic listening techniques
- Knowledge of behavioral intervention techniques
- Ability to write daily progress and behavior reports using a professional, objective style and voice.
- Ability to communicate effectively, both orally and in writing to other team members accurately.
- Ability to interact with clients, community members and other treatment team members in a professional and knowledgeable manner.
- Ability to have empathic and compassionate responses to individuals and their family members.
- Exercise of mature judgment in appraising a situation and adopting an effective course of action.
- Ability to be supportive and patient.
- Ability to be a team player for the agency as a whole as well as the program where assigned.
- Ability to be compassionate and empathetic
- Demonstrated understanding of the rights of people with a disability.

**3. Fundamental Work Rules**

- Come to work, arrive on time for scheduled shifts, and remain active during shift.
- Dress appropriately.
- Use time clock system to record hours worked.

**4. Continued Employment Requirements**

- Retraining as required.
- Provide written notification of all criminal charges, convictions or pleas.
- Provide notice of driving infractions, suspensions and loss of driving privileges.
- Update driving and health status.

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(Employee Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Printed Name)

\_\_\_\_\_  
(Manager/Supervisor Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Printed Name)