

## Job Description

**Job Title:** Direct Service Professional (Supportive Housing)

**Summary:** Direct Service Professionals are responsible for providing direct program services related to skill development, treatment, and care to clients living in supported living settings.

### Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions

1. Engages clients and establishes trusting, collaborative relationships directed toward the goal of strength based learning opportunities.
2. Promote a positive atmosphere based on mutual support, respect, consideration and dignity in an inclusive drug and alcohol free environment using concepts of trauma informed care.
3. Works with clients to help them develop appropriate social skills and accomplish goals outlined in the treatment plan or plan of care. Work can be done one-on-one, in a group, or with the client's family.
4. Monitors all activity on premises, maintaining a safe environment, and secures building as instructed.
5. Debriefs shift with off-going and on-coming staff to maintain continuity and situational awareness. Debriefs with supervisor on a routine basis.
6. Assist residents with the self-administration of medications as prescribed; accurately updating records and reports in accordance with procedures.
7. Assist residents as needed with special needs apparatus (e.g. CPAP masks) as prescribed.
8. Prepare nutritious meals as directed that meet the dietary needs of the residents, and perform light cleaning of common areas as necessary.
9. Maintain clinically appropriate client records that meet agency standards.
10. Meet performance expectations for time and billing standards.
11. Participate as appropriate in clinical consultations regarding client progress.
12. Demonstrate the ability to handle the position with minimal supervision.
13. Demonstrate the ability to function and communicate effectively in an interdisciplinary team approach to behavioral health.
14. Demonstrate the ability to safely manage clients presenting emotional or disruptive behavior.
15. Demonstrate competency in delivering a variety of different behavioral health treatment approaches.
16. Mentor Direct Service Providers in delivering services in residential setting.

### Competencies:

1. Communications
2. Person-Centered Practices
3. Evaluation and Observation
4. Crisis Prevention and Intervention
5. Safety
6. Professionalism and Ethics
7. Empowerment and Advocacy
8. Health and Wellness
9. Community Living Skills and Supports
10. Community Inclusion and Networking
11. Cultural Competency
12. Education, Training and Self-Development

**Supervisory Responsibility:** This position has no direct supervisory responsibilities, may be assigned to provide peer supervision and mentorship for developing Direct Service Professionals.

### Work Environment:

**CONTINUATION:** Direct Service Professional (Residential)

This position operates in a professional office environment, in the community, and in the participant homes as part of a site based residential facility.

**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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is regularly required to stand; walk; sit; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee may on occasion be required to do light cleaning, cooking, and lift heavy objects. This position has mostly an inside work environment and occasional outside work with exposure to weather conditions. Occasionally may come in contact with blood borne pathogens.

**Travel:** Limited travel is expected for this position.

**Required Education and Experience:**

1. High school diploma or equivalent.
2. Demonstrated competency in the delivery of behavioral health services across funding sources and diverse clients.
3. Organizational skills and ability to meet time deadlines.
4. Excellent verbal and written communication skills.
5. Experience working independently and using good judgment in a variety of circumstances.
6. Experience with computer software that includes Windows and Microsoft Office.
7. Experience working with people from diverse backgrounds and cultures.
8. Have current driver's license and clean driving record.
9. Obtain & maintain current CPR and First Aid Certification

**Preferred Education and Experience:**

1. Bachelor's degree in education, special education, psychology, social work, behavior management or a related field.
2. Reliable personal vehicle with appropriate insurance coverage to use during work tasks.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.