



Role Description

November 01, 2003	November 23, 2014
November 01, 2005	October 24, 2015
November 01, 2006	November 17, 2016
November 01, 2009	November 18, 2017
June 01, 2012	October 13, 2018
November 22, 2013	

Title: Direct Support Professional (Level II) (House Manager)

Department: DCFS

Location: DCFS sites

Reports to: Program Manager

Position Summary: To provide individualized in home and community services and supports to attain a stable, supportive home environment and community integrated life style based on values of individual self-worth, dignity, equality and respect for maximum participation in routine everyday activities, experiences and challenges by implementing functional skills training, opportunities for social/interpersonal experiences, therapies, health services/supports, community support activities and supports for community inclusion to individuals with a disability who have been in and are in jeopardy of placement in an institutional setting in order to assure maximum normalized living, independence and self-reliance while growing up and as an adult.

To provide consistent coordination of services and day to day operations for an assigned CILA or DCFS site, both coordination and monitoring of staff schedules and staff's delivery of assigned work duties, physical and operational integrity of the CILA or DCFS site, implementation of program services, oversee food, clothing and consumer personal items, individual supports and coordination of health services for the assigned CILA or DCFS site and consumers in residence according to prescribed individual program plans and requirements

Duties:



- Coordinates schedules of assigned DSP Staff for hours of work for each designated CILA or DCFS site on a weekly basis as prescribed by the schedule and in compliance with IAG policy and procedures for hours worked per workweek and in accordance with each individual's Individual Program Plan (IPP).
- Coordinates DSP's delivery of assigned work tasks examining timeliness of delivery relative to planned work schedule and discussing appropriate use of time using both formal and informal methodology in order to interpret results of task performance for worker growth and to ensure that performance standards necessary to achieve objectives are met.
- Monitors DSP'S; delivery of services and supports examining methods and techniques used relative to each individual's specific IPP plan, discussing appropriate implementation of methods and techniques with worker(s), in order to assure appropriate delivery of services and supports in accordance with IAG procedures and state rules.
- Determines and/or interprets work procedures (e.g., scheduling priority tasks) in order to promote efficiency, assure individual's programmatic and personal needs are met and to coordinate flow of work.
- Communicates with diagnostic professionals, counselors/therapists, DCFS and/or PAS caseworkers on behalf of the CILA or DCFS program in order to assure accurate and updated interchange of information, intervention methods and recording of data.
- Examines and evaluates primary and collateral information (tracking sheets, goals, progress notes, etc.) from CILA or DCFS, professional and others to monitor case records in order to check timeliness, presence, completeness and adherence to standards of entry and compliance with IPP plan.
- Conducts regularly scheduled staff communications using email, telephone or individual discussions, using discretion as to subject matter and time of communication, in order to coordinate service delivery to assigned consumers.
- Oversees, tracks use and need for food, personal items, clothing and other household products to plan for purchases, monitor use and evaluate need to replace or purchase items in order to maintain functioning of the household or assure proper clothing for consumers.
- Implements individualized services and supports program following prescribed methods and techniques from the plan based on scheduled time for service delivery in accordance with IAG procedures and state requirements.
- Reinforces proper behavior, language and social pattern, etc., in order to improve or increase consistency of the independent functioning of the individual.



- Exchanges with, receives from or provides to diagnostic staff, colleagues or supervisor information about client or client program in verbal or written format as required in order to maintain records, plan or implement services.
- Inspects/monitors individual's for appropriateness noting clothing, hygiene, behavior etc., in reference to standards and taking corrective action if required in order to maintain the dignity, health, welfare, and safety of individuals.
- Inspects and monitors cleanliness and operational condition of systems, e.g., electrical, refrigerator, lights etc., of CILA or DCFS site and grounds to assure proper care of site and health conditions for individual and employees in accordance with state rules and IAG requirements.
- Substitutes for absent coworker in performance of assigned duties with direction from supervisor in order to endure the day-to-day functioning of the home.
- Completes required reports, forms, staff work schedules, etc., using performance records, tracking sheets, and established guidelines in order to maintain compliance with agency and state requirements.
- Monitors/discusses in individual conference, CILA or DCFS Staff worker's understanding of policies (e.g., progressive discipline), job behavior, (e.g., tardiness which exceeds expected level), judging content and consequences of work behavior in order to inform individual of results of work performance.
- Responsible for one (1) environment
- Assist QIDP's with coverage as needed
- Daily basic level environmental reviews and report concerns immediately
- Assist with overall quality in the field
- Cover additional shifts as needed
- Support with Medical Appointment attendance and coordination of support staff
- Assist with timely submission of standard documentation
- Support with grocery and household supply acquisition and distribution

Minimum Requirements:

Education/Experience:

- Minimum of two years of directly related work experience
- High School Diploma or GED, BA preferred.
- Able to pass the TABE exam.

Skills/Knowledge:

- Follows methods and procedures in delivery of instructional, training and support services.



- Knowledge of and implementation of each designated individuals' needs, goals, interventions and supports.
- Completion of required records keeping, reports and assignments.
- Quality of interactions with supervisor, DSP staff, individuals and outside individuals.
- Efficient/cost effective use of time, materials and human resources.
- Quality of coordination of work and monitoring of work performance.
- Must possess strong interpersonal skills.
- Must possess a valid driver's license
- Must possess current vehicle insurance
- Must be over 25 to operate an agency vehicle.

Physical Demands:

- May be required to frequently sit for extended periods.
- May be required to infrequently lift/move objects weighing up to 40 pounds.
- Must possess the ability to communicate effectively (verbally and in writing) with Agency supervisors, co-workers, benefit providers, and clients.
- Must have visual, hearing, and learning capabilities sufficient to perform the essential functions defined above.

Environment and Scheduling:

- Work performed in well-lit, confidential environment.
- May be required to meet with individuals and/or staff throughout the Agency's facilities.
- Duties may involve contact with individuals who may be hostile, dangerous, threatening, and aggressive and/or under the influence of drugs or alcohol.
- Scheduled work hours are based on schedule for CILA or DCFS and response to emergency situation.

Employee Print Name: _____

Signature: _____ Date: _____

Supervisor Print Name: _____

Signature: _____ Date: _____