



## JOB DESCRIPTION

**JOB TITLE:** **DIRECT CARE PROFESSIONAL (DCP)**

**REPORTS TO:** Residential Supervisor (RS), Program Director (PD), Residential Coordinator (RC), Shift Supervisors and/or Residential Supervisor Assistants where applicable.

**PURPOSE OF THE POSITION:** To provide for the health, safety and well-being of individuals with disabilities, and support their interests and choices so that they may lead fulfilling lives.

**ESSENTIAL FUNCTIONS:** The following functions have been determined by the Company to be essential to the successful performance of this position.

### 1. Interact with Residents

- A. Talk to and interact with residents respectfully; be knowledgeable of and sensitive to resident verbal and nonverbal communication.
- B. Provide guidance, counseling and assistance in order to engage residents in activities in the home and community in ways that are relevant and in tune with resident choices, interests, and concerns. Activities may include going to sporting events or out to eat, shopping, swimming, participating in exercise groups or church groups and other social activities as determined by resident choices. Choices must meet approval of supervisor.
- C. Work with residents to discover and pursue personal goals in keeping with their Coordinated Support Service Plan Addenda (CSSPAs).
- D. Guide and assist residents in learning daily living skills both in the home and in the community.
- E. Support resident relationships with family members, friends, guardians and other advocates. This support may include but is not limited to facilitating phone calls, correspondence and visits with family and friends, and coordinating attendance at special events such as vacations, funerals, weddings and other celebrations.
- F. Support each resident's personal and family religious belief system in the home and facilitate resident's attendance at religious services according to resident's choice.
- G. Be attentive to and respect residents' desires and cues for personal space and privacy.
- H. Interact appropriately and professionally with residents with regard to attitude, self-control, self-discipline, cooperation, tone of voice, language usage, and in other areas as needed.
- I. Properly care for the house, furnishings and residents' clothes and make house TV, radio, and movie choices according to resident interests.

### 2. Support Resident Health and Well-Being

- A. Read and follow each resident's CSSPA, protocols and program plans.
- B. At the beginning of each shift, read resident Health Progress Notes ("HPNs"), Medication Sheets ("Med sheets") and the Communication Log ("Comm Log") going back to your previous shift in order to be aware of residents' current status and activities.
- C. Make entries in HPNs, Med Sheets and the Comm Log as appropriate.
- D. Provide guidance and assistance to residents in their personal hygiene and appearance in the areas of tooth brushing, bathing, toileting, perineal care, menstrual care, nail care, hair care including seeking/following guardian permission/direction with regarding to haircuts and hair coloring, care and selection of clothing and dressing appropriately for weather conditions.

- E. Be attentive to resident medical issues and alert supervisors and/or house nurse to medical issues and/or changes in resident health and/or problems relating to medication or medical equipment. Also, alert day program staff and guardian as requested.
- F. Follow medical orders and directions from medical staff and supervisors concerning resident health issues, treatments and therapies and be attentive to details in those orders and directions.
- G. Talk to medical personnel by phone regarding resident health issues.
- H. Accompany residents to medical appointments and to Urgent Care and the Emergency Room as needed. Facilitate communication of information between resident and medical staff. Assist resident participation in medical exams.
- I. If a resident is hospitalized, follow training and directions in the hospital binder.
- J. Administer topical, oral (by mouth or through feeding tube), ear, nasal, rectal and vaginal medication and any other treatment prescribed by medical personnel or required by supervisors and/or the house nurse.
- K. Order medication refills as needed and pick them up from the pharmacy when necessary.
- L. Assist residents in and out of the bathtub, the van, furniture and in other situations as needed. This may involve awkward, heavy-lifting. Use a mechanical lift or other lifting methods for moving residents who require them.
- M. For those residents who require it, reposition them often as trained; this may involve lifting a resident and/or using a mechanical lift or other lifting methods.
- N. Maintain records and documentation relating to resident finances and seek out receipts for all purchases and deposits made on behalf of residents.

### 3. Carry Out Safety, Meal Preparation and Cleaning Procedures

A. Safety and Emergency Response: follow all policies, procedures and training related to safety and emergency response.

- 1. Assist residents in evacuation drills and emergency situations in the home and in the community; this may include lifting and/or carrying residents who are non-ambulatory, non-compliant or for other reasons unable to move to safety.
- 2. Clear walkways, fire exits and driveways of snow and ice as needed.
- 3. Know how to use fire related equipment such as extinguishers and alarms as trained.
- 4. According to the resident's CSSPA, assist them with the appropriate adaptive equipment and properly secure residents with safety straps as trained.
- 5. Be familiar with all medical equipment used in the home including mechanical lifts and lifting methods.
- 6. Provide crisis intervention and assistance when necessary and as trained.

B. Meals, Food Handling and Preparation

- 1. Assist residents with meal planning, shopping for groceries, food preparation, and cleanup as needed.
- 2. Prepare meals following the regulatory standards and menu and nutrition guidelines provided.
- 3. Share food and table conversation with residents in family style meals when possible.
- 4. Assist residents with eating as needed.
- 5. Clean up table, food prep area, and dishes per regulatory standards.
- 6. Clean the kitchen appliances according to cleaning checklists.
- 7. Label food per regulatory standards.

C. Maintain a safe, clean and orderly home and van by:

- 1. Putting things away after use;
- 2. Follow the Cleaning checklist which may include tasks such as: taking out garbage and recycling; vacuuming and spot cleaning carpet; sweeping and mopping hard floors; cleaning bathrooms, disinfecting tubs and toilets; organizing cupboards; dusting; cleaning walls and windows; watering plants; purchasing and restocking supplies; changing light bulbs; cleaning and organizing the garage; and assisting with yard work; assisting with and/or caring for residents' pets, including feeding, watering, attending to the pets' health care and hygiene and cleaning up after them using equipment designated for those purposes;
- 3. Refueling and maintaining company van and completing van maintenance documentation as required.

D. Take care of laundry and bedding: Wash, dry, fold and put away clothes and other laundry in proper locations; change and launder wet or soiled bed sheets and disinfect bed when necessary, according to regulatory standards.

#### 4. Seek and Follow the Advice and Directions of Supervisors

You must seek the advice of a shift supervisor, RS or RC, where applicable, when you have questions concerning your performance of the functions of your job. You must follow directions and assignments given by a superior concerning performance of functions of this position.

#### 5. Work Effectively with Coworkers

You must work with coworkers as a team player. You must communicate with coworkers both verbally and in writing. You must recognize and respond appropriately to nonverbal and situational cues from coworkers, such as when there is a need for physical assistance with resident care or verbal reinforcement relating to a behavior issue. When problems or emergencies arise you must be willing and able to adapt to the needs of the group in the working environment.

#### 6. Uphold Core Values

Understand and uphold the Company's Core Value statement at all times while on duty, regardless of personal practices and beliefs.

#### 7. Participate in Training and Development

- A. Assist, as directed, in training new employees.
- B. Participate in performance reviews of your work.

#### 8. Present a Positive Attitude and Professionalism

Present a positive attitude and maintain professionalism regarding all Company information (within the home, between ACR homes and outside the company) regarding resident, staff and company issues. This also means and refraining from inappropriate comments or gossip.

#### 9. Adhere to Scheduling Policies

You must be punctual and ready to start your shift at designated times and you must continue working until you are replaced by another staff person. You must work a share of weekends and holidays.

#### 10. Be On-Call Via a Cell Phone When Requested to Do So

Be responsible for responding to the supervisor's phone number for the home in which you work when requested to do so, and, when on-call, adhere to requirements regarding staying within sixty minutes of the house, and having alternate care available for children and/or pets as needed, should an emergency arise.

#### 11. Adhere to Company Policies and Procedures

Adhere to all company policies and procedures as stated in the current ACR Employee Handbook, the Policy Book and other documentation/books located in each house.

#### 12. Accept Other Duties as Assigned by a Superior.

#### 13. Report Illegal Activity

Report any illegal activity that you observe or are somehow otherwise aware of to a superior.

### **FOR AWAKE NIGHT SHIFTS ONLY**

In addition to the Essential Functions listed above, the following functions have been determined by the Company to be essential to the successful performance of awake night shifts.

14. Follow House Specific Awake Night Duty List
  - A. Stay awake and alert at night.
  - B. Follow the house-specific Awake Night Duty List as it pertains to resident care; specifically:
    1. Check on residents during the night as directed in their CSSPAs. Assist them if needs arise that require your help or presence.
    2. Assist residents with their morning routines when your shift includes those hours.
    3. Follow the protocols for when residents are sick.
    4. Notify supervisor and/or on-call nurse for resident health related questions/concerns.
  - C. Follow the house-specific Awake Night Duty List regarding cooking, cleaning and any other household duties which are to be completed during the Awake Night shift.
  - D. Make time clock punch-ins or telephone call-ins to the designated voice mail system every hour of the awake night shift within 10 minutes either side of the hour and when random signal lights indicate it is time to do so; this is to maintain records showing our staff remain awake as required by the CSSPAs in the home.

**FOR ASLEEP-NIGHT SHIFTS ONLY**

In addition to the Essential Functions listed above, except those that are specific to awake shifts, the following functions have been determined by the Company to be essential to the successful performance of asleep night shifts.

15. Remain Available to Assist with Emergency Response as Needed Remain on premises and within hearing distance of residents or awake night staff and/or monitoring devices, telephone or other emergency alarm mechanism.
  - A. Wake up and assist in emergency situations.
  - B. Maintain a professional appearance including clean and appropriate sleepwear (such as two-piece pajamas or a sweat suit).

**FOR JUNIOR DCPs ONLY**

16. The following modifications to the Essential Functions listed above apply to DCPs who are between ages 16-17 who are referred to as Junior DCPs:
  - A. Junior DCPs may not work awake night or asleep night shifts (between the hours of 11 p.m.-5 a.m.) and they may not work in homes licensed as ICFs/MR.
  - B. Junior DCPs must work with another DCP who is over the age of 18 and who is certified to pass medications; a Junior DCP may never work alone.
  - C. Junior DCPs may not administer medication, including topical, oral (by mouth or through feeding tube), ear, nasal, rectal or vaginal medication.
  - D. Junior DCPs may not make entries in HPNs; they should read HPNs to keep current and note their observations to a med-certified staff who can enter them in the HPNs. One exception is that when working hospital shifts, Junior DCPs may note their observations in HPNs. They may accompany residents to medical appointments only under the direct supervision of a med certified staff.
  - E. Junior DCPs may not transport residents either in a company vehicle or in their own vehicle. They may not drive a company vehicle at any time, such as for errands, refueling or maintenance.
  - F. Junior DCPs may not assume responsibility for the house on-call phone number, and they may not pick up shifts at other ACR locations without the approval of their direct supervisor.

**NON-ESSENTIAL FUNCTIONS:** The following are job functions that are customarily performed by the person responsible for this position, but they are not considered essential.

1. Perform routine and emergency home maintenance as requested or needed
2. Demonstrate creativity in problem resolution and in proposing new ideas for programming, residential care and household tasks.

## MINIMUM REQUIREMENTS AND QUALIFICATIONS

1. You must possess the following character traits:
  - A. Judgment: you must possess judgment and decision-making skills sufficient to perform the functions of the job, in both day-to-day and crisis situations.
  - B. Independence: you must be self-sufficient and resourceful enough to carry out the functions of the position. The position requires you to be adept at decision-making, problem solving and taking initiative with minimal direction from supervisors. You must be able to recognize what needs to be done and to prioritize work with minimal direction from supervisors.
  - C. Responsibility: You must be reliable in quality of work, attention to details, task completion and follow up. You must be responsible for time management while on the job.
  - D. Communication: you must be able to communicate effectively with clients, coworkers, supervisors, health care professionals and others related to your work. You must be able to listen effectively and perceive interests, needs and concerns of those with whom you are working, and take initiative in communicating to others in ways that maximize the interests and well-being of persons being supported.
  - E. Positive Tone and Morale: You must be able to contribute a positive tone and morale to the workplace in order to perform the functions of the position. You must present a positive and professional attitude toward the residents, toward your coworkers, toward your work and toward the Company. You must be able work with coworkers as a team player, and you must be willing to help out when problems and emergencies arise.
  - F. Empathy: you must be aware of the feelings of others. This character trait is critical in working effectively with individuals with disabilities.
  - G. Self-control: Employees must be able to exercise and model self-control and self-discipline in their interactions with both residents and coworkers sufficient to perform the functions of the job. The work environment can be emotionally challenging due to resident behavior issues, crises, and the every-day needs of the residents. You must be able to control emotions and temper.
  - H. Socialization: You must be able to cooperate, work and communicate with coworkers, supervisors and office staff. Your socialization skills must also be sufficient to guide and motivate residents to become appropriately involved in the mainstream of community living and to perform all other functions of the position.
  - I. Stress tolerance: you must be able to function effectively under stressful conditions. This position is often stressful due to crises, emergency situations, resident behavior issues, regulatory requirements and inspections. You must be able to maintain self-composure and work effectively and professionally under these conditions.
2. You must possess the following physical agilities:
  - A. Seeing: sufficient vision to perform the functions of the job. Normal or corrected-to-normal vision is sufficient.
  - B. Hearing: sufficient hearing to perform the functions of the job.
  - C. Speaking: sufficient verbal skills to communicate effectively at an understandable level with a wide range of individuals and agencies, both in person and on the telephone.
  - D. Interaction: You must have the ability to effectively interact, both verbally and non-verbally, with residents, other staff, parents, and on behalf of residents in the community.
  - E. Writing: You must have writing skills sufficient to perform the functions of the job.
  - F. Math skills: must have basic math and money skills sufficient to conduct household and client business transactions and to maintain required documentation.
3. You must have a valid driver's license and your vehicle must have at least the minimum automobile insurance required by State law. You must be able to transport residents and perform job-related errands in a company van when available or in your personal vehicle.

4. You must have no record of DUI/DWI and no more than 2 moving violations and no more than one accident due to a violation in the last 36 months.
5. You must be able to perform awkward, heavy lifting of up to seventy pounds and you must be able to wear a back belt when required.
6. You must have reliable transportation to the work site.
7. You must limit non-work-related telephone and cell phone use (including texting) and internet use to emergency or safety issues only, and when possible notify your supervisor in advance.
8. You must have the ability to learn Company structure, acronyms and medical terminology.
9. You must have the ability to use household appliances and electronics including the house computer.
10. You must have the ability to cook and to follow recipes used in the home even in circumstances where the recipes and food products used are determined by resident choice and dietary requirements include pork and other meat products.
11. You must have the ability to use household cleaning chemicals such as detergents and disinfectants and to follow label directions.
12. You must have the ability to organize, prioritize and complete multiple functions.

**When working an Awake Night Shift, in addition to the minimum requirements listed above,**

13. You must be able to stay awake and alert at night.
14. You must be able to complete the Awake Night Duty List.
15. You must be able to refrain from having other activities (such as doing homework) interfere with your emergency response.

**When working an Asleep Night Shift, in addition to the minimum requirements listed above,**

16. You must be able to wake up quickly when emergencies arise.
17. You must be able to wake up independently and be ready to work at the beginning of your scheduled shift if you are working a subsequent awake position.
18. You must refrain from having other activities interfere with your emergency response.

**PLACES WHERE WORK IS PERFORMED:** in the residents' home and in community settings determined by resident agenda such as parks, malls, libraries, clinics, places of worship, swimming pools, movie theaters, and other places where residents want and/or need to go. If resident health requires hospitalization your shifts may be performed at a hospital.

**PREPARATION OF JOB DESCRIPTION:** This job description was prepared from observing the work in process and from information provided by ACR RSs, PDs and DCPs. It was prepared by Kristin Pitchford, HR Director of Policy & Compliance with ACR Homes, and is updated from time to time.

**EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION**

I, \_\_\_\_\_, have received a copy of the job description  
(print employee name)

for my position as a Direct Care Professional with ACR Homes. I have read it, I understand it, and I accept responsibility for performing the Functions and meeting the Requirements and Qualifications of my position as described therein, or, if I am unable to do so due to disability, I hereby acknowledge my responsibility to request reasonable accommodation from my supervisor or from another superior within the company.

I understand that my future Performance Appraisals will be based on my performance of the Functions and my ability to meet the Minimum Requirements and Qualifications defined in this job description, and that failure to perform according to the job description could lead to disciplinary action up to and including dismissal.

\_\_\_\_\_  
employee signature

\_\_\_\_\_  
date

RETURN THIS FORM TO ACR's HR OFFICE