

JOB DESCRIPTION SUMMARY

JOB TITLE: Direct Care Professional (DCP) / Direct Care Assistant (DCA, age 16-17)

PURPOSE OF THE POSITION: To provide for the health and safety of individuals with disabilities and support their interest and choices so that they may lead fulfilling lives.

ESSENTIAL FUNCTIONS INCLUDE:

1. Interact with Clients
2. Support Client Health and Well-Being
3. Carry Out Safety, Meal Preparation, and Cleaning Procedures
4. Seek and Follow the Advice and Directions of Supervisors
5. Work Effectively with Coworkers
6. Uphold Core Values
7. Participate in Training and Development
8. Present a Positive Attitude and Professionalism
9. Adhere to Scheduling Policies
10. Adhere to Company Policies and Procedures
11. Accept Other Duties as Assigned by a Superior
12. Report Illegal Activity

REQUIREMENTS INCLUDE:

- DCAs must be at least 16 years old; DCPs are 18 and over.
- You must have a valid U.S. driver's license, reliable transportation, and a good driving record. *(Not applicable for DCAs under age 18.)*
- You must be willing to transport clients for social events, appointments, etc., and perform job-related errands in a company vehicle or in your personal vehicle.
- You must be able to do some lifting.
- You must be able to work independently, and have interpersonal skills including empathy, responsibility, self-control, good judgment, and overall adjustment.
- You must be able to see, hear, speak, interact, and write in English sufficiently to perform the essential functions of the position.

This is intended as a summary; additional functions and requirements are stated in the full job description below.

JOB DESCRIPTION

JOB TITLE: Direct Care Professional (DCP) / Direct Care Assistant (DCA, age 16-17)

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 Clients

- A. Talk to and interact with clients respectfully; be knowledgeable of and sensitive to client verbal and nonverbal communication.
- B. Provide guidance and assistance in order to engage clients in activities in the home and community in ways that are relevant and in tune with client 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 client choices. Choices must meet approval of supervisor.
- C. Work with clients to discover and pursue personal goals in keeping with their Coordinated Support Service Plan Addenda (CSSPAs).
- D. Guide and assist clients in learning daily living skills both in the home and in the community.
- E. Support client 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 client's personal and family religious belief system in the home and facilitate client's attendance at religious services according to client's choice.
- G. Be attentive to and respect clients' desires and cues for personal space and privacy.
- H. Interact appropriately and professionally with clients regarding 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 clients' clothes, and make house TV, radio, and movie choices according to client interests.

2. Support Client Health and Well-Being

- A. Read and follow each client's CSSPA, protocols and program plans.
- B. At the beginning of each shift read client Health Progress Notes ("HPNs"), Medication Sheets ("Med sheets") and the Communication Log ("Comm Log" or "Newsfeed") going back to your previous shift in order to be aware of clients' current status and activities.
- C. Make entries in HPNs, Med Sheets and the Comm Log as appropriate.
- D. Provide guidance and assistance to clients 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 regarding haircuts and hair coloring, care and selection of clothing and dressing appropriately for weather conditions.

- E. Be attentive to client medical issues and alert supervisors and/or house nurse to medical issues and/or changes in client 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 client health issues, treatments and therapies and be attentive to details in those orders and directions.
- G. Talk to medical personnel by phone regarding client health issues.
- H. Accompany clients to medical appointments and to Urgent Care and the Emergency Room as needed. Facilitate communication of information between client and medical staff. Assist client participation in medical exams.
- I. If a client 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. (Note limitations for DCAs below.)
- K. Order medication refills as needed and pick them up from the pharmacy when necessary.
- L. Assist clients 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 clients who require them. (Note limitations for DCAs below.)
- M. For those clients who require it, reposition them often as trained; this may involve lifting clients and/or using a mechanical lift or other lifting methods.
- N. Maintain records and documentation relating to client finances and seek out receipts for all purchases and deposits made on behalf of clients.

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 clients in evacuation drills and emergency situations in the home and in the community; this may include lifting and/or carrying clients 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 client's CSSPA, assist them with the appropriate adaptive equipment and properly secure clients with safety straps as trained.
 - 5. Be familiar with 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 clients 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 clients in family style meals when possible.
 - 4. Assist clients 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. Take care of laundry and bedding: Wash, dry, fold and put away laundry in proper locations; change and launder wet or soiled bed sheets and disinfect bed when necessary, according to regulatory standards.
- D. Maintain a safe, clean and orderly home and van:
 - 1. Put 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 clients' 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.
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 client 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**
Assist, as directed, in training new employees. 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 client, staff and company issues. Refrain from unprofessional comments and 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. Your timesheet must reflect accurate start and end times. You must work a share of weekends and holidays.
10. **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.
11. **Accept Other Duties as Assigned by a Superior.**
12. **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.

13. 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 client care; specifically:
 - 1. Check on clients during the night as directed in their CSSPAs. Assist them if needs arise that require your help or presence.
 - 2. Assist clients with their morning routines when your shift includes those hours.
 - 3. Follow the protocols for when clients are sick.
 - 4. Notify supervisor and/or on-call nurse for client 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. Homes with one awake night staff will complete check-ins on SharePoint 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. Homes with two awake night staff will call in to the designated voice mail system when random signal lights indicate it is time to do so and both staff on duty need to be heard on the voicemail check-in. In this way, awake night staff will create a record showing they remain awake and alert.

FOR ASLEEP-NIGHT SHIFTS ONLY

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

14. Remain Available to Assist with Emergency Response as needed.

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

FOR DCAs ONLY (under age 18)

15. The following modifications to the Essential Functions listed above apply to DCAs (Direct Care Assistants):

- A. DCAs may not work awake night or asleep night shifts (between the hours of 11 p.m.-5 a.m.)
- B. DCAs have limitations on administering medications. There are also some limitations relating to treatments and medical equipment.
- C. DCAs may not operate power/electric or manual/pneumatic equipment including electric or pneumatic patient lifts, van lifts, or power wheelchairs.
- D. DCAs may not drive while on duty. This means they may not transport clients or drive for any work-related purpose such as for errands or refueling, either in a company vehicle or in their own vehicle. They may not drive from one work location to another work location while on duty.
- E. DCAs may not work alone in the following situations: in homes licensed as ICFs; in homes where there are seizure meds and/or rescue meds; or in homes with clients under age 18. During med pass times they must work with another DCP who is over the age of 18 who is certified to pass medications.
- F. DCAs 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, client care and household tasks.
3. Be On-Call Via a Cell Phone When Requested to Do So.
 - A. 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.

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 clients and coworkers sufficient to perform the functions of the job. The work environment can be emotionally challenging due to client behavior issues, crises, and the every-day needs of the clients. 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 clients 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, client 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 abilities
 - 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 in English 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 clients, other staff, parents, and on behalf of clients in the community.
 - E. Writing: You must have writing skills in English 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 you must be willing to transport clients for social events, appointments, etc., and perform job-related errands in a company vehicle when available, or in your personal vehicle if you drive to work. Your personal vehicle must have at least the minimum automobile insurance required by State law, and you will receive a mileage reimbursement for miles driven while on shift. (*Commuting miles are not reimbursable.*) (*This requirement is not applicable for DCAs under age 18.*)
 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 provide care for both male and female clients.
 6. You must be able to perform awkward, heavy lifting of up to fifty pounds.
 7. You must have reliable transportation to the work site.
 8. You must limit non-work-related cell phone use (including texting) and internet use to emergency or safety issues only while on duty, and when possible notify your supervisor in advance.
 9. You must have the ability to learn Company structure, acronyms and medical terminology.
 10. You must have the ability to use household appliances and electronics including the house computer.
 11. 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 client choice and dietary requirements include pork and other meat products.
 12. You must have the ability to use household cleaning chemicals such as detergents and disinfectants and to follow label directions.
 13. 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,

14. You must be able to stay awake and alert at night.
15. You must be able to complete the Awake Night Duty List.

16. 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,

17. You must be able to wake up quickly when emergencies arise.

18. 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.

19. You must refrain from having other activities interfere with your emergency response.

PLACES WHERE WORK IS PERFORMED: In the clients' home and in community settings determined by resident agenda such as parks, malls, libraries, clinics, restaurants, places of worship, swimming pools, movie theaters, and other places where clients want and/or need to go. If client 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 the Director of HR 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/ Direct Care Assistant 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