

**Job Title:** Residential Support Staff

**Reports to:** Residential Program Manager

**Revised:** 8/2018

**Summary:** Residential Support Staff provide the essential supports and trainings on self-help and awareness skills to the participants living within Village Community Services' residential programs. This is a non-exempt position, requiring contribution to SEIU, Local 925.

**Qualifications, Education, Experience:** Support Staff must have a high school diploma or equivalent education. At least 1 year of experience working with individuals with disabilities is desirable. Upon hire, Support Staff must have a current Washington State driver's license with a good driving record, must pass a criminal background check and read, understand and agree to abide by Village Community Services' Policies and Procedures. Support Staff must have good communication skills and be able to work with our clients in a respectful and kind manner. Support Staff must be able to use good judgment, and be a positive role model and representative of Village Community Services.

**List of Training and Other Requirements to be completed after hire. VCS pays for all required training hours, fees, and certifications:**

5-hour DDA Safety Orientation

30-hour on-site training and peer coaching

40-hour CORE training

1<sup>st</sup> Aid/CPR renewed every two years

Blood borne pathogens annual recertification

Driving record abstract

Background clearance and fingerprinting

Nurse Delegation after one year (unless site needs do not require additional delegation). NAR license obtained prior to Nurse Delegate core training and renewed yearly.

Community Protection training if working with Community Protection clients, optional for other staff.

12 CE (continuing education) credits yearly, after first year of employment.

Signed policy 5.13 on file (mandatory reporting); renewed yearly.

**Description of Essential Functions:**

- Provide support and training as needed in daily living skills, meal preparation, leisure activities, shopping, medication, finances and personal budget, community and family interaction and support.
- Observe, document, report and support any changes in mental, physical or emotional behavior to the Program Manager.

- Maintain good communication with participants. This requires the ability to read body language, assess moods and possible trouble areas, and has the skills to diffuse potentially unsafe situations.
- Safeguard confidentiality of participant records and information.
- Participate in IISP and PCSP meetings, staff meetings and trainings.
- Accompany participants and provide the support and training needed while shopping, at medical appointments, and leisure activities.
- Write incident reports and submit to the Program Manager.
- Ensure the participant's homes are clean and well maintained. When participants are unable or unwilling to clean, it then becomes the responsibility of the staff to ensure the task is done. The staff will assist or personally complete household/yard tasks to ensure good landlord relations.
- Ensure all health and hygiene needs are met.
- Work with each participant on their individual finances and monthly budgets.
- Teach home and community safety skills.
- Follow each participant's individual medication plan.
- Ensure all documentation is complete before leaving shift.
- Under direction of the Program Manager, ensure all bills are paid on time.
- Under the direction of the Program Manager, reconcile participant's checkbooks with the bank statement.
- Use the automated time and attendance system to clock in and out of work.
- Read and abide by the agency's policies and procedures and the WACS.
- Conduct fire drills on a monthly basis.
- Keep all licenses and certificates current.
- Respect diversity – participants and coworkers.
- Able to use good verbal, reading and writing skills and be able to communicate effectively with coworkers, the community and families,
- Drive agency vehicles to transport participants to work, health care appointments, leisure, and personal needs.

### **Physical Demands:**

- Work is primarily performed inside and frequently involves sitting, standing, walking and climbing stairs. It involves lifting furniture, groceries, etc up to 50 pounds.
- Assisting with participant transfers from wheelchair to toilet, bed or vehicle.
- Frequent hand and finger use to manipulate office utensils, supplies, pens, paper, operate office machines such as computers, printers, telephone, copier, shredder, able to read the computer monitor and paperwork.
- General cleaning and upkeep of participant's homes and yards; this may include sweeping, dusting, mopping, cooking, laundry, weeding, raking leaves.
- Driving agency vehicles. This may include driving from the residential site to the main office, transporting participants to all appointments and functions, and attending trainings.

\* Lifting, carrying, transferring and yard work are not requirements for all residential sites.

## PHYSICAL DEMANDS

<b>Task</b>	<b>Frequency</b>	<b>Examples</b>
Visual acuity – near and far	C	Reading computer screens and written materials, driving, group presentations
Sitting	F	In office chair at desk, table or computer, driving
Repetitive finger, arm, and hand movement	F	Using computer keyboard and mouse, 10-key calculator
Climbing stairs	F	To/from 2 <sup>nd</sup> floor office from/to ground floor building entrance (elevator is available). Assisting clients in the community.
Standing	F	Operating office machines, training seminars, events. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, dressing.
Walking	F	To/from offices and sites within buildings and at events
Pushing/pulling	F	File drawers, desk drawers, printer/copier paper trays. Pushing wheel chairs. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, dressing.
Driving a car	F	To program and community sites, meetings, workshops, etc.
Twisting at waist	F	Moving between computer station and desk. Training/assisting clients with ADL tasks. Assisting clients with activities of daily living.
Kneeling/squatting	F	Retrieving items on floor and from low file drawers. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, dressing, transferring from bed to chair or chair to toilet, etc.
Bending at waist	F	Picking items off table or shelf
Carrying	F	Brief case, portfolios, training materials, file boxes, supplies, books and folders. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, yard work, dressing, transferring from bed to chair or chair to toilet, etc.
Lifting	F	Presentation materials, file boxes, supplies, tables, chairs. Assisting or teaching clients activities of daily living skills, such as

		cooking, cleaning, dressing, transferring from bed to chair or chair to toilet, etc.
Reaching above shoulder	O	Retrieving/placing binders, books and supplies on a shelf. Assisting clients with activities of daily living, such as cleaning and putting belongings away.
Crawling	N/A	N/A

C	=	Constant (over 70% of the time)	S	=	Seldom (1-10% of the time)
F	=	Frequent (30-70% of the time)	N/A	=	Not Applicable
O	=	Occasional (10-30% of the time)	% denotes estimates		

I have read this job description and had the opportunity to ask questions for further information or clarification. I'm aware of and agree to what is expected of me.

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Print name

Date

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Signature