



## Job Description Position Title: Direct Support Professional

### Overall Responsibility

The Direct Support Professional (DSP) is an integral member of the support team and is responsible for supporting all activities identified in individuals' supported plans with ImagineAbility in a manner consistent with ImagineAbility's Vision, Mission statement, Purpose and Values as well as the philosophy and policies set out by the Vulnerable Person Living with a Disability Act and Manitoba Family Services. They will ensure high quality of program delivery and is passionate about supporting people we support within the agency. This position ensures opportunities are provided for people we support for access to valued outcomes, self-determination, meaningful involvement and valued roles in the community. This role is responsible for adhering to all policies and procedures of the agency as well as encourage adherence of said policies and procedures amongst co-workers. This position at all times will respect and maintain confidentiality of all issues involving people we support, co-workers and ImagineAbility. This position requires employee to be flexible with working conditions, locations, and hours. In some cases, this position is required to work collaboratively with other agencies as home/residence support.

### Experience/Education/Conditional Requirements

- High school diploma or equivalent
- A university degree or community college diploma in the social sciences and/or experience working with persons living with disabilities is an asset
- Knowledge of LEAN Principles is an asset
- Knowledge of the Health and Safety Act is an asset
- Training required for the Vulnerable Persons Act (will be provided)
- Must be able to successfully complete Nonviolent Crisis Intervention Certificate (NCI)
- Must have or be able to complete First Aid/CPR course
- WHMIS (training available)
- Must have access to a reliable vehicle and be able to travel on Agency business
- Must possess a current valid Driver's License and clear drivers abstract
- Clear Criminal, Adult and Child Abuse Registry checks required
- Sound knowledge of computer operating systems including Microsoft (Excel, Power Point, Word, Outlook, etc.)

## Demonstrated Skill and Job Competencies

- Strives for personal professional excellence
- Highly flexible to work effectively in a variety of situations by using time management skills and prioritizing multiple tasks
- Uses information gathering and analysis to identify key or underlying issues
- Strategic thinking when decision making and uses sound judgement
- Good collaboration and team building skills
- Demonstrates teamwork and leadership by ensuring management, staff and stakeholders are kept informed on important details which would impact them or the care they provide to people we support
- Maintains self-control in stressful situations
- Able to think innovatively/creatively to identify and seeks opportunities to resolve or prevent problems
- Adaptable to change roles and responsibilities in response to changing needs, environments and working conditions.
- Good written and verbal communication skills
- Good conflict resolution, mediation and negotiation skills

## Core Competencies

- Able to build relationships by building rapport and maintain networking connections with all stakeholders including but not limited to internal and external individuals, people we support, family members and community partners
- Ability to develop others through positive support and encouragement by promoting continuous learning and self-development of themselves, co-workers and people we support
- Acts in a manner which demonstrates high standards of ethics, accountability, dependability, honesty and integrity
- Demonstrates the ability to actively listen in order to understand and respond appropriately
- Uses advocacy to promote the rights and involvement of individuals we support in the community
- Delivers a high quality of service for individuals we support and stakeholders to achieve common goals

## Job duties/ tasks

### Program Management for People we Support:

- Participate in Support Individualized Scale & Individual People Plan sessions for people we support and utilize the information from the plans to assist in helping the person supported to achieve success

- Participate in meetings with the Community Social Worker assigned to the person supported and support goals based on individualized plans for all people we support in the variety of programs at ImagineAbility, assisting in setting goals and creating individuals plans for all people supported
- Assist with resume writing and conduct mock interviews (where applicable)
- Procure opportunities and facilitate outside placements for people we support including supporting the organization or company providing the opportunity (where applicable)
- Review and participate in outside placements for people we support including job preparedness, training for the person supported, scheduling, transportation and problem solving (where applicable)
- Promote personal choices for people we support while ensuring personal safety of them
- Assist people we support with any personal care issues in a timely manner while they are attending ImagineAbility or locations they are at with the person supported on behalf of ImagineAbility including but not limited to personal hygiene, bathroom assistance, feeding, etc.
- Provide people we support with safe transportation when necessary
- Be able to resolve conflicts with the people we support when they arise, in a manner which is both professional and respectful
- Encourage independence and build confidence in people we support to ensure an ideal engagement experience when they are participating in activities, jobs or community events
- Promotes the concept of inclusion and full community participation
- Treat all people we support with dignity and respect when engaging with them while training, helping them solve problems or encouraging their participation in programs offered by ImagineAbility and in the community
- Be empathetic and patient with people we support and try to understand their personal situation on days when they may not wish to cooperate or participate
- If working in production and/or packaging area, must be able to perform job functions in production/packaging as well as demonstrate techniques to people we support
- Report any act of abuse (physical, emotional, sexual financial or neglect) must be reported. This is consistent with the Vulnerable Person Act. Failure to do so is considered neglect and will not be tolerated.
- Participate in job fairs, informational sessions to promote advocacy for employment in the agency (where applicable).
- Network with other similar agencies and share knowledge to further enhance the support and systems in place to enact positive outcomes for persons with disabilities
- Demonstrate the ability to adjust and be flexible with working conditions, locations, and hours

**Administration/Production/ Records Management:**

- Ensure accurate completion of Incident Reports in a timely manner.
- Keep all work areas clean and safe and report any workplace health and safety issues

- Document daily attendance along with progress reports on people we support on job/activities they engage in (when applicable).
- Maintain secure storage of records and documentation in accordance with ImagineAbility's policies and procedures in protecting privacy of information.
- This position is responsible for ensuring accurate reporting of their own time worked and time away from work, to their manager and providing required documentation for substantiation of absences when requested
- This position is responsible for communicating personal time and vacation requests. Vacation requests requires minimum of 2-week notice. Your request may not be accommodated depending on other employees booked vacations or the condition of your work location.
- All expenses, mileage and assisting people we support with their finances/purchases must be accurately reviewed, reported for submission
- For DSP's working in production they must have a basic understanding of functions of assigned machines and be able to inspect and report needed repairs

#### **Teamwork/ Human Resources:**

- Clearly communicate between departments at ImagineAbility and promote teamwork within the agency.
- Clearly communicate with other agencies and promote team work and collaboration.
- Participate in meetings, training new staff.
- Adhere to schedules set out by manager to ensure optimum coverage for programs to provide quality service while being flexible when needed. Includes being at work on time and requesting time off and reporting absences according to policy.
- Share knowledge and insights of people we support with new co-workers to make it easier for them as well as for the people we support
- Works collaboratively with management and co-workers of ImagineAbility to ensure the service we provide for people we support is exceptional and the safety and well-being of people we support is always first and foremost.
- Participate in coaching with manager to optimize performance and provide opportunities for learning, guidance and personal development
- Participate in Annual Performance reviews and provide relevant examples which demonstrate skills, competencies and engagement of themselves in their role.

#### **Program Advocacy:**

- Promote the concept of inclusion and full community participation.
- Portray a positive image of people we support through ImagineAbility ensuring positive relationships within the community, businesses, families, friends, other agencies and professionals

- When attending external training take the opportunity to network with other similar agencies and share knowledge to further enhance the support and systems in place to enact positive outcomes for persons with disabilities
- Promote the collaboration support with other agencies within the sector

**Professional Development:**

- Participate in professional development including workshops, career development, and continuing education opportunities approved by ImagineAbility to maintain an up to date working knowledge of issues that affect the position.
- Remain current with relevant issues in the field including promoting and educating new co-workers on advocacy.

**Working Conditions:**

- Personal professional interactions with people we support, family members, care providers, ImagineAbility management and staff, other agencies, government agencies, business, etc
- Acceptance of any changes in working conditions, locations and hours when applicable
- Travel and use of own vehicle are required (mileage is expensed)
- Manual dexterity required to work in production area with any equipment, use desktop computer and peripherals
- Intermittent physical activity including walking, standing, sitting, lifting and assisting people we support.
- Ability to lift up to 50 pounds