

CARING SOLUTIONS JOB DESCRIPTION

JOB TITLE: Service Specialist

REVIEW DATE: 1/21/2021

SUMMARY: The Service Specialist assists and teaches Caring Solutions customers in all aspects of life in order to achieve their maximum degree of independence. The Service Specialist is expected to create and maintain a warm and caring environment and to ensure the health and safety of the customers at all times.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Teach customers skills and provide them with assistance as outlined in their Individual Support Plan.
Outcome -- Customers demonstrate skills and access supports as identified in their Individual Support Plan.
2. Be familiar with and respond to customer's medical and physical needs in a timely and accurate manner, which includes, but is not limited to, medication administration, medical procedures, doctor's appointments, and physical exercise.
Outcome -- Customers' medical and physical needs are met.
3. Teach and assist customers according to their level of need and ability in all areas of daily hygiene, including, but not limited to, shaving, showering, bathing, dental hygiene, hair care, and selection of clothing.
Outcome -- Customers' personal appearance and hygiene are such that they enhance community membership.
4. Teach and assist customers according to their level of need and ability in all areas of meal preparation and proper nutrition, including, but not limited to, making menus, making shopping lists, knowing food groups, preparing food, and familiarity with special dietary needs.
Outcome -- Customers plan, prepare, and eat meals that are nutritious and healthy.
5. Teach and assist customers according to their need and ability in areas of household management, including, but not limited to, cleaning, care of clothing, washing laundry, washing dishes, decorating the home, and doing yard work.
Outcome -- Customers' homes are clean and well-kept inside and out, complementing other homes in the neighborhood.
6. Teach and assist customers according to their level of need and ability safety skills at home, in the community, and at the work place and assure that safety guidelines are followed. This includes but is not limited to maintenance of smoke detectors, removal of hazards in and around the home, knowing Caring Solutions "on-call" and emergency numbers, not opening the doors for strangers, and vehicle checks and maintenance.
Outcome -- Customers and staff take all necessary precautions to live and work safely.

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7. Teach and assist customers according to their level of need and ability to access and make use of transportation options, including, Medical Transportation Services, Call-A-Ride, Metro-Link, public bus, cab, personal and agency vehicles.
Outcome -- Customers utilize transportation for daily activities as independently as possible.
8. Teach and assist customers according to their level of need and ability to manage personal as well as household finances which includes but is not limited to developing a personal budget.
Outcome -- Customers manage their own money responsibly and pay all bills on time.
9. Teach and assist customers according to their level of need and ability, communication and social skills including, but not limited to, use of sign language, use of other alternative communication such as pictures, listening skills, stress reduction, and problem-solving skills.
Outcome -- Customers express themselves effectively and in a positive manner that results in mutual understanding.
10. Teach and assist customers according to their level of need and ability to make choices and assume responsibility for their choices in all areas of life.
Outcome -- Customers make responsible well-informed choices.
11. Teach and assist customers according to their level of need and ability to plan and access community and social activities of their choice and within their neighborhoods which includes, but is not limited to, classes, religious services, sports activities and events, music, and participation in leagues and recreation centers.
Outcome -- Customers are active members of their communities.
12. Maintain positive interactions and communication with customers, co-workers, supervisors, families, and other stakeholders.
Outcome -- Customers, families, co-workers and supervisors communicate positively and effectively.
13. Complete all paperwork and documentation as instructed. This includes completing all necessary documentation in Therap-including but not limited to: Quality of Life notes, Outcomes and Goals, Fire Drills, Catastrophic Drills, MARs, Census, Water Temperatures, Time tracking, input/output of fluids and bowel movements. As new documentation is added to Therap those must be completed as well. Other site-specific paperwork could include but is not limited to sharp counts, key log tracking, shift change information, dietary tracking and any other tracking.
General Event Reports (called GER's) need to be accurately filled out within 12 hours of the incident.
Additionally, all scomms (email in Therap) will be checked each shift that is worked.
Outcome -- All necessary paperwork is current and complete.
14. Flexibility is expected to meet the needs of the customers and the agency. This includes, but is not limited to, a change in work schedule, work site, and/or customers.
Outcome -- All customers' needs are met.

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QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience/Training:

At least 1-3 years' experience in the field of developmental disabilities.
Must possess a High School Diploma or GED.

Achieve and remain current with the following training requirements: CPR/First Aid, Mandt, Med Level 1, Orientation.

If you are working at a site classified as a behavioral site you must also achieve and remain current with the following training requirements: Advanced Mandt, Advanced Support Training and any other trainings as assigned.

If you are working at a site classified as a medical site, then you must take all training pertaining to any medical issues for the clients at the site.

Communication Skills:

- Ability to effectively present information in one-to-one and small group situations to customers, customers, families, other employees, and stakeholders.
- Ability to effectively present information in verbal and written form
- Ability to read and interpret written materials
- Ability to effectively listen and problem solve

Mathematical Skills:

- Ability to accurately complete basic mathematical functions such as addition, subtraction, multiplication, division, percentages and fractions

Other Requirements:

- Must grant permission to have education and employment history verified.
- Must have a valid driver's license and proof of automobile insurance. Must maintain a clean driving record and appropriate insurance. Must grant permission to verify driving record, license and insurance at the time of employment and as needed.
- Must grant permission to have Caring Solutions check police and highway patrol records for offenses prior to employment and as needed. Must inform Caring Solutions of any violations at the time they occur.
- Must participate in drug screening prior to employment and anytime thereafter when deemed appropriate and necessary.

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- Must grant permission to Caring Solutions to complete abuse/neglect background checks with Department of Mental Health, Division of Senior Services and Division of Family Services. Must immediately inform Caring Solutions of any abuse/neglect allegations.
- Must complete mandatory training within assigned timelines and must maintain certification.

Physical Abilities:

- Must be able to drive a vehicle to transport customers and for any other work-related activities.
- Must be able to assist customers in activities of daily living as needed and appropriate.
- Must be able to lift up to 20 pounds.
- May have additional physical requirements as dictated by resident need.

If working at Valentine Place-Respite services, there is a fitness assessment in the hiring process. Participation in the fitness training that is offered monthly and maintaining the fitness level is mandatory.

Employee Signature

Date

Supervisor's Signature

Date