



1576 Kelly Drive • Sanford, NC 27330 • (919-776-4048)

## Support Worker Job Description

### **I. Primary Purpose of Position**

The primary purpose of this position is to provide training, supervision and assistance to participants in a Stevens Center program who have developmental disabilities.

#### **A. Purpose and Duties of the Position**

1. Provide quality services, appropriate to the needs of the individual being served and in compliance with both the Individualized Support Plan and any constraints dictated by the funding source.
2. Develop and maintain a professional therapeutic relationship that promotes cooperation, trust and respect with the individual receiving services and the family in whose home services are provided.
3. Provide age-appropriate, planned activities and interventions that support individual choices and preferences. Provide opportunities (1) for community integration (2) to participate in social and recreational activities (3) to build friendships and decrease social isolation (4) for personal enrichment and development of self esteem.
4. Model appropriate, non-punitive, affirming behavior. Physical punishment or restraint, verbal abuse or humiliations are not permitted.
5. Direct health or behavioral concerns to the parent and/or QP.
6. Be attentive to signs of abuse or neglect and report any concerns to the QP.
7. Be prepared to handle possible self-care or toileting needs of the participant.
8. Know the difference between pleasant conversation and therapeutic counseling, and refer families or caregivers seeking or needing information to the QP.
9. Respect the confidentiality of the Stevens Center Program's participants, families, and caregivers.
10. Be considerate, respect the ability of the staff, and work as a member of the team.
11. Carry out assignments in good spirit and seek the assistance of the QP in any situation requiring special guidance.
12. Provide feedback, suggestions, and recommendations to the QP and staff that might increase the effectiveness of the program.
13. Abide by all current Program Policies.
14. Complete other assigned responsibilities.

#### **B. Work Schedule**

- Hours and schedules vary, based on the needs of the individual being supported.
- Be prompt and reliable in reporting for scheduled work, and keep an accurate record of hours worked. This position requires the employee to not miss more than 4.5 sick/personal paid/unpaid days per year.
- Notify the QP as early as possible if unable to work as scheduled.
- Give thirty (30) days written notice if unable to continue or if requesting a leave of absence.



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### **C. Job Requirements**

1. Must be at least 18 years of age.
2. Valid Drivers License and favorable driving history if required to drive or transport people as part of this job.
3. Must be in good physical, mental, and emotional health.
4. Must be of good character.
5. High school graduate or equivalent.
6. Must attend required training.
7. Must obtain and maintain required certifications, such as NCI, CPR, first aid, medication administration.
8. Must pass initial drug test and periodic drug testing thereafter.
9. Certification of successful completion of training stated in III B.

### **II. Other Position Characteristics**

#### **1. Supervision Received by Employee**

Orientation and training provided for new hires. Verbal instructions are provided daily for special tasks and projects. Written instruction provided to implement new procedures. Staff will be under the supervision of a QP.

#### **2. Physical Effort**

This position requires mental alertness and ability to periodically perform tasks under stressful conditions. May be required as part of personal care services to lift or transfer individuals.

#### **3. Safety for Others**

Safety factors include welfare of the program participants and security of confidentiality for protection of their rights.

### **III. Knowledge, Skills and Abilities and Training & Experience Requirements:**

#### **A. Knowledge, Skills & Abilities**

To have knowledge of developmental disabilities, and appropriate techniques for training population to be served. Ability to instruct and establish rapport with individual receiving service, and the family. Ability to follow oral and written instructions. Ability to evaluate an individual's progress and observed behavior, and communicate observations and recommendations in oral and written form using standard business English.

#### **B. Required Minimum Training**

High school diploma or high school equivalency certificate  
Prior to providing direct services:

- Orientation to the agency and its philosophy



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- CPR/First Aid Certification (unless another trained person is always available)
- Type of service and required documentation
- Medication Administration (required only prior to administering any medication)
- Participant Rights
- Alternatives to restrictive intervention training (NCI)
- Client specific training/competencies as determined by the individual's treatment team, including: DX/Needs, Approved Physical Interventions (Note: none are approved via agency policy), Goals/outcomes, Behavior Concerns, Communication Techniques, Medical Concerns (including Seizures, Allergies and Medications), How to Assist with Self Administration of Medication (if applicable), Routines (such as daily care, use of adaptive equipment, transfers/carries)

### IV. **Background Checks**

For continued employment the applicant must submit to a periodic criminal background check and healthcare registry check, drug testing, and driving record check if transporting program participants. Information disclosed through these checks may result in immediate termination or transfer of employment.

### V. **Certification**

My signature indicates agreement with all information provided, including designation of essential functions, and agreement that I can perform the essential functions of this position with or without reasonable accommodation.

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Employee Signature

Date

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Supervisor Signature

Date