



COLE COUNTY RESIDENTIAL SERVICES, INC.

Cole County Special Services Administrative Office
1908 Boggs Creek Road · Jefferson City, MO 65101-5580
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CCRSI respects individual choice by providing quality services
and supports to people who have developmental disabilities.

This job description does not constitute a written or implied contract of employment.

POSITION TITLE: Support Staff I/II

REPORTS TO: Program Manager and/or QDDP

SUMMARY: The Support Staff I/II has considerable responsibility for training and assisting clients in food preparation, laundry, medication administration, shopping, house cleaning and ensuring the general health and welfare of clients. Direction is received from the Program Manager and/or QDDP. He/She will be actively involved in and responsible for the implementation of teaching, training, and behavior programs for clients with direction from the QDDP. The Support Staff I/II's character and conduct shall present a positive model for all.

SPECIFIC RESPONSIBILITIES:

1. Provide timely and effective supervision of clients and interact with clients in a friendly positive way.
2. Follow policies and procedures of CCRSI.
3. Provide documentation to the QDDP and program manager as requested to show that we have followed client programs, dispensed medications, followed policies, date and sign entries into the client log at end of shift, write out Event Reports, etc.
4. Arrive on time and leave early only when approved by program manager or on-call supervisor. When calling in sick, do so with timelines that have been established in policies and procedures.
5. Communication promptly with program manager, QDDP or coworkers all information needed to effectively operate the program. Communicate to QDDP, program manager or on-call worker any health concerns or other issues as they arise. Interact positively with CCRSI staff and outside entities
6. Follows Client Programs – Follow the IP, behavioral plans, ADLs / hygiene, transferring to wheelchair / bed, etc., administer medications, teaching plans and client schedule.
7. Miscellaneous – accept supervision & other duties as assigned such as appointments, maintenance, van, no excessive calling in sick, etc.

This job description is not intended to be all-inclusive and employee will also perform other reasonably related duties as assigned by immediate supervisor and other administrative staff as required.

1. All employees shall abide by CCRSI personnel policies as a condition of employment.
2. CCRSI is an agency that follows Employment-at-Will status.
3. CCRSI reserves the right to revise or change job duties as the need arises.

MINIMUM REQUIREMENTS

Support Staff I:

1. At least 18 years of age.
2. Must be a high school graduate or G.E.D. equivalent and two years' experience. Some college may substitute for experience.
3. Must a valid Class E driver's license, if applicable.
4. TB tine test (to be updated annually.)
5. Ability to communicate clearly and effectively orally and in writing.
6. Ability to work with persons who are developmentally disabled in a respectful and professional manner.
7. Ability to exercise good judgment and discretion and confidentiality.
8. Completion of all prescribed training as directed by the Administrative office.
9. Must be able to work alone when required to do so.
10. Ability to make routine decisions in accordance with procedures, laws, and regulations and apply these to work problems (situations).
11. Ability to be in charge of clients while working independently of other staff.
12. Ability to establish and maintain harmonious working relationships with clients, other employees and the public.
13. Ability to respond effectively and immediately to emergency situations, using good judgment and following agency's designated emergency procedures.
14. Ability to follow directives of immediate supervisor(s).

Support Staff II:

Includes all of the above plus,

15. Two years as a Support Staff I OR
One and one-half years as a Support Staff I and 60 hours college credit OR
One year as a Support Staff I and a Bachelors Degree.
16. Have one or less medication errors in the last evaluation period (6 months).
17. Have met or exceeded expectations in all areas evaluated in most recent evaluation.
18. All required trainings are kept current.
19. Be recommended by the Program Manager.

EMPLOYEE ACKNOWLEDGEMENT

DATE