

JOB DESCRIPTION
Medical Support Direct Support Professional

Print Name _____

AREA OF RESPONSIBILITY:

The medical support direct support professional is responsible to work cooperatively with the lead direct support professional, nurse, and program director to develop, implement, and evaluate individual care and programming. This position reports any program or personnel issues, including issues with household, medical, or maintenance needs directly to the program director or lead direct support professional. The medical support direct support professional is responsible to provide direct services to the individuals including but not limited to scheduling and conducting medical appointments, ensuring that medical documentation is communicated and properly filed. The medical support direct support professional also promotes the individuals served maximum level of functioning by assisting individuals served in maintaining a clean and safe living environment, preparing meals, supervising, training, and assisting the individuals in every aspect of their lives.

RESPONSIBLE TO:

The medical support direct support professional is responsible to the program director.

QUALIFICATIONS:

Minimum 18 years of age. High school diploma/GED equivalent required. Also, must possess a sincere desire to provide direct service to persons with developmental disabilities; ability to make sound judgments when given guidance and priorities; ability to work as a team member to maintain consistency and quality in programming; ability to exchange support, constructive criticism, and ideas with other employees. Prior education and/or experience working in services with individuals who have developmental disabilities or other healthcare setting preferred.

This position is designated as an Unlimited Driving Position --defined as one that requires an employee to drive a motor vehicle as a part of his/her XX work, including vehicles owned or leased by XX, and/or to drive a vehicle in which a person served is transported. Any employee in this position must comply with the requirements outlined in the POLICY AND PROCEDURE ON DRIVING AND THE USE OF MOTOR VEHICLES (A-8). All employees in this position must have a valid driver's license and an acceptable driving record, as defined by our insurance carrier. An employee hired for a position that requires the employee to drive their own car is responsible for their own automobile insurance.

INFORMATION TECHNOLOGY

Employees in this position must possess basic computer and keyboarding skills, including but not limited to Microsoft Word, Excel, Outlook, Therap, and Kronos.

BENEFIT CATEGORY: A-3, Non-exempt.

Hours Worked:

This position works 36-40 hours weekly. Hours vary based on the needs of the individuals. Hours may include a mixture of day, evening, overnight, and weekend hours. Persons in this position should also be prepared to substitute for extra hours when necessary to ensure the ongoing provision of services to individuals.

PRIMARY RESPONSIBILITIES:

1. **Responsibility:** To schedule and maintain paperwork for all appointments.

Duties:

- a. Schedule appointments; including but not limited to medical, dental, vision, OT/PT, speech, hearing, and any specialist appointments.
- b. Complete all information necessary on the Consultation Form prior to the appointment in accordance with the appointment date.
- c. All Consultation Forms should be reviewed prior to the appointment and should contain the most current information.
- d. Print Consultation Form and ensure you take this with you to all appointments.
- e. Establish an appointment calendar monthly and distribute to the family, guardian, nurse, and program director.
- f. Notify family, guardian, nurse, and program director if there are changes to the appointment calendar.

2. ***Responsibility:*** To attend appointments with the individuals served.

Duties:

- a. Prepare for the appointment in advance, by reading any x-rays, lab copies, test results, pertinent doctor orders, and instructions from the scheduling party.
- b. Ensure requested information is taken to the appointment.
- c. Review any preparatory instructions to see if the appointment requires any preparation such as, PREP medications or fasting after midnight. Ensure that all staff working with the individual served receiving the tests is aware of any prep order instructions and understands the prep orders.
- d. During the appointment, if the doctor orders a test that requires medication prep, ensure the prescription is received and filled after the appointment is completed.
- f. Ensure that all medical instructions received at an appointment are documented legibly and if they are not legible, ask for additional clarification.
- h. Ensure that prescriptions for psychotropic/behavioral medications are filled as soon as approval from the Human Rights Committee is secured.

3. ***Responsibility:*** To communicate all information after an appointment to nurse, program director, and other staff.

Duties:

- a. Ensure a copy of all completed Consultation Forms is placed in the onsite-nursing mailbox and a copy is scanned and attached to the appointment entry in Therap.
- b. Ensure that any new medications ordered are filled immediately after the appointment.
- c. Enter all new medication orders into the Medication History screen using Therap and notify a program director or nurse of the new order.
- d. Document all details of the appointment as a T-Log entry or under the appointment notes section in Therap.
- e. Write any doctor/appointment instructions from the Consultation Form in the Health Care Notes.
- f. Document all details of the appointment including, but not limited to additional orders or instructions for employees as a T-Log entry and if necessary, send a Scomm to appropriate employees.

4. ***Responsibility:*** To organize, complete, and document any orders for Lab Work

Duties:

- a. If an individual served has an order for lab work that does not require fasting take them to the lab immediately after obtaining program director approval.
- b. If an individual served has an order for that requires fasting, ensure that you send an Scomm to other employees with any instruction and take them to the lab the very next morning or as the schedule allows.
- c. Follow the lab or physicians' orders for collecting urine specimens.

JOB DESCRIPTION: Medical Support Direct Support Professional
Responsibilities and Duties

- d. Ensure a copy of the Results Request letter is delivered to the health care provider at the time of an appointment or other procedure.
- e. Ensure that copies of all procedure results including, but not limited to labs, tests, and x-rays are entered into Therap. Original documentation should be placed in the on-site nurse mailbox.
- f. Ensure that all medical information is reported immediately to the nurse and program director.

5. **Responsibility:** To order and stock medical supplies.

Duties:

- a. Communicate with the lead direct support professional when ordering or stocking supplies.
- b. Order new supplies as needed.
- c. Keep file cabinets stocked with necessary forms (medication, lab, psychiatric, incident reports, health care notes, admission/discharge forms, medical onsite, etc)

6. **Responsibility:** To maintain the Medication Administration Records (MAR's).

Duties:

- a. Check and revise all new MAR's and put them into the nurse onsite box by the 26th of each month.
- b. Check MAR's from the previous month and report missed initials and/or signatures to the PD and house nurse.
- c. If there are more changes in medications, then write the changes on the new MAR's before the MAR's are put into use on the 1st of the new month.
- d. Check for expired medications monthly.
- e. Return all expired medications to the nurse.
- f. Check medications weekly for refill needs. Order refills when the onsite medications have about 1/3 of the medication left for use. This pertains to all medications (externals. and internals)
- g. Ensure that medications are refilled regularly and before they are empty.
- h. Check all medication tabs with the order on the MAR.
- i. Order new medication with correct label from pharmacy.
- j. Pick up medications from designated site or delegate this to another staff person by sending an Scomm to the assigned person.
- k. Check narcotic sheets weekly to see if any counts and/or signatures are missing.
- l. Inform PD and/or nurse of any missed signatures or counts.
- m. Make sure that the medications and MAR's for day program, workshop, and or schools are provided to the staff providing daytime care for the individual served.
- n. Provide medication update forms (MD3-35) to daytime staff as applicable.
- o. New medication orders must be implemented within 24 hours unless it is a psychotropic medication (requires human rights committee approval).

7. **Responsibility:** To complete all other duties as assigned.

Duties:

- a. Update mini-onsite books as needed.
- b. File any papers left in box by the staff nurse.
- c. Must review all medications delivered within 24 hours of cycle refill or delegate task with Nurse's approval.

Program:

- 1. **Responsibility:** To read, know and follow all organizational policies and procedures.

Duties:

- a. Use policy manual as a first resource, referring to it regularly and as needed.
- b. Review new and revised policies regularly and sign off as requested.
- c. Document all accidents/incidents and report any individual abuse/neglect issues according to organization policy.

2. ***Responsibility:*** To respect individual rights and ensure they are met.

Duties:

- a. Be knowledgeable of individual rights.
- b. Remind the individuals of their rights.
- c. Inform program director of individual rights issues.
- d. Review individual rights formally with individuals, as assigned.

3. ***Responsibility:*** To provide a homelike atmosphere within the program/home.

Duties:

- a. Assist individuals in adding personal touches to bedrooms, living areas, etc.
- b. Involve individuals in the decorating and care of their rooms.
- c. Ensure house is kept clean at all times.
- d. Relate to individuals with an attitude of quality, camaraderie and respect.
- e. Serve meals in a family-style setting.

4. ***Responsibility:*** To enhance individual self-esteem.

Duties:

- a. Maintain interactions with individuals that are positive.
- b. Provide positive programming.
- c. Reinforce positive behaviors.
- d. Treat individuals in an age-appropriate manner, with dignity and respect.
- e. Implement principles of normalization and community integration as well as maximization of independence.

5. ***Responsibility:*** To ensure individuals are clean and neat in appearance at all times.

Duties:

- a. Ensure individuals are dressed appropriately for season and occasion and are neat in appearance.
- b. Ensure hygiene needs are satisfactorily met.
- c. Ensure hygiene supplies are always present.

6. ***Responsibility:*** To complete assessments and write individual programs, as assigned.

Duties:

- a. Complete employee training in program development and writing.
- b. Complete and return quarterly reviews in a timely manner.
- c. Provide feedback to the program director as to effectiveness of programs.
- d. Ensure all programs, etc., are filled in proper places, as assigned.

7. **Responsibility:** To complete quarterly and annual assessments for assigned individuals.

Duties:

- a. Ensure completion of quarterly and annual assessments on a timely basis.
- b. Submit annual assessments to lead direct support professional on month prior to due date.
- c. For quarterly reviews, submit to lead direct support professional one week prior to quarterly.

8. **Responsibility:** To ensure active individual involvement in all aspects of their program.

Duties:

- a. Encourage interaction between individuals.
- b. Through role modeling and positive interaction, encourage individuals to participate in meal preparation, household tasks, money management, planning activities, etc.
- c. Provide opportunities for individuals to make choices.
- d. Reinforce individuals' responsible behavior and participation.

9. **Responsibility:** To implement and document on all individual served's programs.

Duties:

- a. Be able to utilize the Therap electronic documentation system.
- b. Implement and document programs accurately.
- b. Document status of informal programs in daily logs and program review sheets.
- c. Reinforce positive behavior at all times.
- d. Record maladaptive behavior exhibited.
- e. Review program progress with individuals regularly.

10. **Responsibility:** To know, implement and document individual served's behavior management plans as designed.

Duties:

- a. Know and understand behavior management plans.
- b. Accurately implement and document on behavior management plans.
- c. Know and be able to identify signs of agitation and escalation for each client for using appropriate intervention techniques.
- d. Provide input for revisions of behavior management plans.

11. **Responsibility:** To remain alert to individuals' behavior/physical changes and notify the program director as appropriate.

Duties:

- a. Ensure documentation of any observed changes in behavior and/or health status.
- b. Notify program director of any problems in behavior or health status
- c. Read medical logs, daily logs, behavior management plans, regularly (prior to working regular shift).
- d. Consult individual permanent files as needed.

12. **Responsibility:** To assist individuals with family and personal contacts.

Duties:

- a. Be aware of restrictions of contacts and assist in compliance.
- b. Encourage contacts with persons from family, other programs, and friends in the community.
- c. Assist in making phone calls.
- d. Assist in writing, addressing, and mailing letters.

JOB DESCRIPTION: Medical Support Direct Support Professional
Responsibilities and Duties

- e. Assist in the purchasing and sending of special occasion cards, thank-you cards, etc.
- f. Display a positive, supportive attitude towards client and program when interacting with families.
- g. Represent the program/home to families in a positive, supportive manner.
- h. Document family contacts, individual reactions, and other observations in individual logs.
- i. Notify program director of family concerns, questions, or issues.

13. **Responsibility:** To assist in the purchase and upkeep of each individual's personal belongings.

Duties:

- a. Ensure clothing is mended/altered whenever necessary.
- b. Ensure all clothing (including coats, etc.) is washed or dry cleaned.
- c. Assist with shopping for personal items.
- d. Communicate needs re: individual personal belongings to lead direct support professional.
- e. Ensure that clothing is color coordinated, in style, and in good condition.
- f. Ensure personal belongings are marked as appropriate.
- g. Assist in inventory of personal belongings as requested.

14. **Responsibility:** To initiate individual involvement in activities.

Duties:

- a. Implement weekly activity schedules.
- b. Interact with individuals served at all appropriate times.
- c. Encourage individuals served to interact with peers.
- d. Encourage individuals served to develop friendships outside individual homes.
- e. Involve individuals served in the planning of activities when appropriate.
- f. Encourage individuals served to choose activities.
- g. Document individuals served preferences and choices.
- h. Offer a variety of activities.
- i. Implement programs/training to increase appropriate social behaviors and survival skills on community-based activities.
- j. Ensure combination of 1:1 time in addition to regularly scheduled group activities.
- k. Maintain an awareness of appropriate community activities.
- l. Make suggestions for activities to the lead direct support professional.

PERSONNEL:

1. **Responsibility:** To initiate and attend all required training.

Duties:

- a. Initiate and attend initial orientation.
- b. Initiate and attend annual training requirements within prescribed time frames.
- c. Complete additional training as requested by program director.
- d. Attend employee meetings.
- e. Recommend employee training needs.

2. **Responsibility:** To assist in employee development of peers.

Duties:

- a. Provide new employees with pertinent information.
- b. Provide orientation training to new employees as scheduled.
- c. Act as a role model for other employees.
- d. Provide information regarding the performance of peers.

JOB DESCRIPTION: Medical Support Direct Support Professional
Responsibilities and Duties

3. **Responsibility:** To promote positive teamwork with other employees of the home and the organization.

Duties:

- a. Cooperate with other team members in a supportive manner.
- b. Maintain a positive attitude toward employees, individuals and the program.
- c. Seek ways to offer assistance to fellow employees.
- d. Attend team meetings as requested.
- e. Offer constructive, positive solutions to problems.
- f. Be open to feedback and constructive criticism.
- g. Offer feedback and constructive criticism.

OUTSIDE CONTACTS

1. **Responsibility:** To promote a positive, cooperative relationship with day programs.

Duties:

- a. Provide ongoing routine communications via Scomm, telephone, or personal contact.
- b. Provide emergency coverage for individuals served necessary due to cancellation of day program or illness.
- c. Represent the organization in a professional, positive manner when interacting with day program employees.

2. **Responsibility:** To communicate with support services openly and effectively.

Duties:

- a. Implement recommendations of support services and provide feedback to the lead direct support professional and program director.
- b. Review referral material before all appointments and ensure necessary documentation is obtained from the professionals.

3. **Responsibility:** To develop and maintain a working relationship with case management agencies that will encourage continued growth and happiness of individuals served.

Duties:

- a. Accept complaints from outside agencies in a courteous manner.
- b. Ensure the complaining party that their concerns will be addressed by the appropriate person.
- c. Relay any issues or concerns to the program director, along with any background information.
- d. Follow up on directions given by the program director in regard to contact with outside agencies.

HEALTH/CARE NUTRITION:

1. **Responsibility:** Provide individuals served with daily needed health care, using resources as appropriate.

Duties:

- a. Become familiar with all individuals served medical conditions and needs.
- b. Attend meetings on individuals served health concerns as requested by the lead direct support professional, program director or nurse.
- c. Read and initial all medical documentation and follow up as indicated.
- d. Implement all treatment orders.
- e. Document health concerns in health care notes.

JOB DESCRIPTION: Medical Support Direct Support Professional
Responsibilities and Duties

- f. Schedule medical appointments as requested by the lead direct support professional, program director or nurse.
- g. Consult the nurse or program director on individuals served's health care needs per policy or as needed.
- h. Provide lifting and transferring of individuals served who require such assistance as a result of their physical disability or in response to a medical emergency.

2. **Responsibility:** Implement medical appointments and required follow up as requested by the lead direct support professional

Duties:

- a. Transport individual served to and from appointments as delegated by the lead direct support professional.
- b. Document contents of medical referrals in medical log. If referrals are not complete or legible, follow up immediately with doctor or clinic. If unable to do so, contact the lead direct support professional or nurse as soon as possible.
- c. Order and pick up new medications as requested by the lead direct support professional.
- d. Ensure labels include all required information.
- e. Enter information into medication history in Therap.
- f. Implement all doctors' orders and treatments as written/prescribed.
- g. Forward completed medical referrals to the lead direct support professional.

3. **Responsibility:** Administer and handle medication according to policy and regulations.

Duties:

- a. Administer medications in accordance with regulations and policy.
- b. Purchase medical supplies as requested by the lead direct support professional.
- c. Inform the lead direct support professional of any problems or needs regarding medication labels or supplies.
- d. Store medical supplies and medications in good order, in compliance with regulations.

4. **Responsibility:** Implement menu cycle as planned.

Duties:

- a. Implementation of menu cycles.
- b. Implement posted menus daily.
- c. Confirm that food supply in the home is adequate at all times with the proper amount of food for the number of people to be served.
- d. Confirm that appropriate recipe books and cooking equipment are available for meal preparation.
- e. Document appropriate menu changes/substitutions and individuals served food refusals accurately.
- f. Inform the lead direct support professional of menu-related and food-related items missing or needed in the home.

5. **Responsibility:** Ensure that the individuals served's nutritional needs are met.

Duties:

- a. Complete regular food and no-food inventories
- b. Schedule and complete regular shopping trips with individuals.
- c. Collect receipts for all food and food-related purchases.
- d. Prepare all meals or assist individuals served in the preparation of meals in accordance with menu and receipt guidelines.
- e. Serve proper portions per menus and special diets.
- f. Implement special diets as prescribed.
- g. Store and/or dispose of leftovers properly.
- h. Ensure dishes are washed and put away after each meal.

- JOB DESCRIPTION: Medical Support Direct Support Professional
Responsibilities and Duties
- i. Weigh individuals served as per health care plan or the lead direct support professional's request.

PHYSICAL PLANT:

1. **Responsibility:** Maintain systems established by the maintenance department and program director, assisting in the daily implementation of schedules related to the upkeep and general cleanliness of the home.
Duties:
 - a. Complete tasks from preventive maintenance lists as delegated by lead direct support professional.
 - b. Complete minor maintenance tasks as outlined in maintenance policy.
 - c. Complete housekeeping tasks as designated by the lead direct support professional.
 - d. Become familiar with home storage areas.
 - e. Note needed housekeeping supplies.
 - f. Return supplies to designated area after use.
 - g. Purchase needed supplies (or assist individuals served in doing so), according to guidelines given by the lead direct support professional.
 - h. Closely supervise individuals served involvement in housekeeping tasks, assuring thoroughness and accuracy.
 - i. Initiate tasks needed to keep agency vehicle clean and in good order at all times.
2. **Responsibility:** To maintain effective communication with the lead direct support professional in the reporting of all maintenance needs.
Duties:
 - a. Initiate a Service Request when work is required by the maintenance department, placing request in designated location.
 - b. Notify the lead direct support professional of work completed during shift by maintenance employees, via the employee notebook.
 - c. Note quality of completed work.
3. **Responsibility:** Assist the lead direct support professional in maintaining a home and environment that is safe.
Duties:
 - a. Ensure all walk areas are free of ice and snow at all times.
 - b. Give recommendations to the lead direct support professional for needed household changes, purchases, or items needing discarding.
 - c. Report any safety problems via service request system or to the lead direct support professional.
 - d. Assist individuals in replacing out-of-date or unused items.
 - e. Keep home clean and organized throughout shifts, giving directions and feedback to individuals.
 - f. Maintain garage in orderly fashion.

HOUSEHOLD:

1. **Responsibility:** Maintain a living environment that is as normal as possible and one that promotes maximum growth and independence for individuals served.
Duties:
 - a. Pick up and disperse mail. Inform lead direct support professional of all formal documents received.

JOB DESCRIPTION: Medical Support Direct Support Professional
Responsibilities and Duties

- b. Ensure beds are made or changed on schedule.
- c. Water plants.
- d. Complete/supervise household and individual laundry, as assigned.

2. **Responsibility:** Accurately budget, spend, and account for household finances.

Duties:

- a. Conduct all day-to-day spending for the home, as requested by the lead direct support professional.
- b. Follow petty cash system for the home.
- c. Collect receipts for expenses made.
- d. Balance petty cash and household accounts on an ongoing basis.

3. **Responsibility:** Accurately budget, spend, and account for individuals served's purchases.

Duties:

- a. Assist with the day-to-day purchasing of individual served's needs as requested.
- b. Obtain receipts for all purchases.
- c. Monitor and assist individuals served in making purchases and managing their personal funds.
- d. Document all spending on community account record or cash-on-hand record, reflecting accurate balances at all times.
- e. Periodically monitor records for accuracy.
- f. Be aware of and monitor individuals served's personal spending limits.

4. **Responsibility:** Ensure compliance with emergency procedure requirements.

Duties:

- a. Conduct and record routine check of emergency equipment.
- b. Conduct and record routine fire drills with individuals served at prescribed frequency.
- c. Conduct and record routine tornado or severe weather drills with individuals served at prescribed frequency.

I have reviewed and understand the expectations of my position as Medical Support Direct Support Professional

Applicant/Employee Signature

Date

Interviewer/Supervisor Signature

Date