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Community Support Staff (CSS)

ASI Mission Statement
To help individuals with disabilities achieve their personal goals
and enjoy full, happy, productive lives.

A. Mission Implementation:

Community Support Staff (CSS) advance the mission of the agency by providing support services to adults and children who have developmental disabilities and/or mental illness. These supports and services are identified in the person-centered plans of individuals served, and are typically oriented toward assisting the person to overcome limitations imposed by their disability while encouraging greater independence, health and safety, happiness, and a more productive life based on the preferences and choices of persons served.

B. Qualifications:

Applicants for CSS positions shall meet the following minimal requirements:

1. Must be at least eighteen (18) years of age.
2. Prefer applicants possess a high school diploma or equivalent.
3. Pass agency health examination indicating good physical health, including a current negative tuberculosis test.
4. Be of good moral character, as demonstrated by clearance from a Michigan Long-term Care Partnership criminal history background check which includes fingerprinting with the Federal Bureau of Investigations and Michigan State Police, and must present three (3) positive work/character references at time of hire, and report no history of recipient rights violations.
5. Possess a current valid driver's license when hired and during employment, as well as maintain a driving record in compliance with the requirements of the company's auto insurance carrier for approval to operate a vehicle while employed with the company.

C. Essential Job Functions:

The employee by signature of this job description declares they are intellectually, physically and emotionally capable of performing the essential job activities listed below with or without accommodations:

1. Lift or transfer physically challenged individuals who require such assistance to remain active and mobile while engaged in household or community activities.

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2. Stoop or bend to lift at least forty (40) pounds of weight without assistance when performing household duties, shopping, or assisting persons served.
3. Read, speak, and write in the English language sufficiently to document legibly in consumer service records, or work-related reporting forms of the agency.
4. Implement life-safety techniques (i.e., CPR, First Aid, Heimlich maneuver, fire safety drills, and general protection from harm) for persons served, and following agency training and protocols for such incidents.
6. Assist persons served in the completion of household cleaning routines, or perform the chores independently, in order to ensure that a healthy and safe living environment is maintained.
6. Preserve the rights of persons served as guaranteed under Michigan's Mental Health Code.
7. Consistently perform in a manner that supports attainment of goals and outcomes listed in the in the individual plan of service.

D. Accountability:

Community Support Staff are immediately responsible to the Team Coordinator for the quality of their performance in supporting persons served, following agency standard operating policies and procedures, and meeting the duty of care responsibilities referenced below.

Guide persons served through routine decision making experiences that foster respect for the person's choices and rights, but safeguard against choices clearly harmful to the health or safety interests of persons served.

E. Responsibilities to Persons Served:

Daily Assistance

The role of the CSS is to provide support and access to services for persons with developmental disabilities and/or mental illness in their personal residences and in the community. The goal is to facilitate self-sufficiency, self esteem, independence, and community integration. CSS's activities will be directed and evaluated in relation to the specific desired outcomes identified in each consumer's personal plan of service, as well as the duty of care activities listed below:

1. Guide/assist persons served in good property management and housekeeping to assure a clean, healthy, and safe residence compatible with community standards and agency maintenance practices.
2. Guide/assist persons served in proper nutrition and food-handling practices that support basic consumer nutritional needs and prevent food poisoning or the spread of infectious diseases.

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3. Assist persons served in proper laundry procedures, storage and care of their clothing as required.
4. Advise/guide/assist persons served in good grooming and personal self-care practices to maintain a positive self-image and appropriate appearance when in the community.
5. Advise/guide persons served in the selection of clothing, which is appropriate for the season, color coordinated, and suitable for the occasion.
6. If providing support to children, assist in activities to support the person's school program, provide regular periods of healthy playtime and physical activity, and support other developmental activities as required in the person-centered plan.
7. Develops and uses effective communication with each person served using a style suited to the person.

F. Responsibilities to Persons Served:
Advocacy

1. Provide information and appropriate assistance to persons served who wish to participate in civic and political activities.
2. Support community inclusion activities and interests by offering information and access to recreational, social, cultural, spiritual, or entertainment activities available in the community to persons served.
3. Assist individuals served to achieve their dreams and desired outcomes, and participate in the annual person-centered planning process upon request of the person served.
4. Assist persons served file grievances, or allegations of abuse or neglect immediately and agency forms, and follow up with immediate communication to supervisor, on-call manager, or follow pager chain of command protocol.
5. Assists persons served in developing new relationships and supports existing relationships with non-paid allies.
6. Assist persons served to handle stressors in a positive manner that supports personal growth and respects dignity and rights of others. As directed in the person-centered plan.
7. Effectively perform health support interventions for persons served with special health needs related to aging, chronic conditions, or injuries, as required by a physician's order and/or person-centered plan.

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8. Be an advocate and appropriate role model in all interactions with persons served.
9. Respect at all times the rights, human dignity, property, and privacy of persons served.

G. Responsibilities to Persons Served:
Professionalism

1. Utilize community experiences to model appropriate social behaviors and consideration for the rights, property, and privacy of others to persons served.
2. Encourage, respect and support the individual's personal relationships with family, peers, neighbors, community groups, or a significant other.
3. Implement intervention protocols in the individual person-centered plan for behaviors that represent a clear health, safety, or medical risk to persons served or others in the community.
4. Protects the property of persons served including personal property, home, vehicle and phone from personal staff use.
5. Participate in staff meetings, training opportunities, and special concern meetings as required to address the special needs of persons served.
6. Communicates in a positive and productive manner at all times with co-workers, families/guardians, and the public.
7. Supports co-workers and actively participates in a team process in all settings.
8. Identifies area for improvement and helps to make the improvements happen.
9. Report to work at the scheduled time and take responsibility for learning and performing in accordance with all agency policies, directives, and expectations.
10. Respects supervision by following all directives written or verbal.
11. Follows chain of command.

H. Responsibilities to Persons Served:
Health and Safety

1. Demonstrate to persons served how to implement self-preservation activities for the management of possible emergencies such as fire, storm threats, power outages, prowlers, etc.
2. Demonstrate to persons served how and when to appropriately use the emergency number (911) or the agency's emergency pager protocol.

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3. Provide direction to persons served in the safe use, storage, and care of household appliances in accordance with the manufacturer's manual of instructions.
4. Provide/arrange reliable, safe transportation of individuals to community-based activities. Operates vehicle and equipment in a safe manner at all times.
5. Provide persons served with the information, guidance, or hands-on assistance required by the plan of service to meet their nutritional, medical, health and safety needs.
6. Monitor persons served who self-medicate for compliance with medication storage, proper dosage, and self-administration protocols established in the support plan
7. Administer medications to persons served who are not self-sufficient, following agency medication administration policy procedures.
8. Follows basic infection control and blood-borne pathogen protocols.
9. Assists persons served with medical/dental appointments as needed.
10. Meet documentation requirements for persons served in the following areas:
 - a. Complete unusual incident or accident reports involving persons served, visitors, staff, or the general public.
 - b. Seizure incidents, the administration of medication, medication errors, or a noticeable change in consumer appearance or medical status.
 - c. Noticeable change in behavior, affect, or moods of the person being served.
 - d. Programmatic and clinical records required by the agency for persons served' files.

I. Responsibilities to Persons Served:
Financial Duties

J. Delegated Responsibilities:

The above duty of care responsibilities may not be all inclusive of activities required of staff to meet specific needs of persons served or of the work site. The Team Coordinator or designee may delegate additional duties to Community Support Staff from time to time. If the delegated responsibility is a permanent duty,

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it shall be in writing, signed and attached as an addendum to the job description of the assigned employee.

J. Evaluation:

The performance of the Community Support Staff will be evaluated by the Team Coordinator at the end of the initial six (6) months of employment and annually thereafter. Persons being served shall participate in the evaluation process with the Team Coordinator. All CSS's must successfully pass an annual review test on the agency's blood-borne pathogen plan, the Personnel Policy Manual and the Consumer Services Manual.

Employee's Signature Date

Team Coordinator's Signature Date