



To reach the pinnacle in our field, we must provide superior service to our clients, and this means employing the best people. As a member of the Zumbro House team, you are critical to our success. Through your dedication and performance, we can reach our goal of being the premier provider of services for individuals with developmental disabilities, mental illness and high supervision needs.

Zumbro House, Inc. strives to create an exciting, challenging and rewarding work environment that allows you to flourish. We want you to build a long and successful association with Zumbro House, Inc. and be a happy and productive member of our team. Through your dedication, creativity, perseverance and efforts, our company will continue to grow and excel, and the clients we serve will continue to live happy, productive lives in the community. Although we certainly value previous experience in the field, we prefer to hire bright and caring individuals who are motivated to help others lead successful lives in the community.

**Job Title: Direct Support Professional**

**FLSA Classification: Non-exempt**

**Reports To: Lead DSP/ Program Director**

**Last Updated: 12/21/2020**

**Job Overview:** The Direct Support Professional is an essential worker who helps to serve adults with developmental disabilities and mental illness. As a Direct Support Professional, you will help individuals become integrated and engaged in the community while fostering the development of independent life skills. The DSP will provide client care keeping all aspects of health and safety at the forefront. The ideal candidate is good at problem solving, prioritizes and plans work efficiently, demonstrates a spirit of service, is empathetic, and is dependable and on-time.

**Essential Duties and Responsibilities:**

**Client Care**

- Treat clients with dignity and respect in all interactions. Remember that the staff are the professionals and we are in their homes.
- Provide client supervision per the client's Individual Abuse Prevention Plan (IAPP). **NEVER leave a site/ program without staff coverage.**
- Carry out request and preferences of guardians and case managers as directed by your supervisor or the client's team.
- Ensure that medication is being ordered and logged in and administered as ordered by the assigned staff member.
- Assist clients with purchases, ensuring that receipts are obtained for all transactions in their check ledgers, and that accounts are balanced.
- **Remain awake** and alert during all shifts work, **must be ready to respond at all times.** Complete DSP checklist and overnight checklists accurately.



### **Health & Safety**

- Ensure the facility is kept clean and tidy at all times. Report any maintenance concerns directly to the Lead DSP.
- Ensure hygiene of each person receiving services and follow through with all scheduled medical and psychiatric appointments. Core duties include providing bathing/ hygiene care to both male and female residents.
- Respond to client behavioral and medical crisis immediately and according to policy.

### **Self Focus & Values**

- Be a positive representative of Zumbro House Inc. at all times

### **Qualifications**

- Must be 18 or over.
- GED or High School diploma required.
- Must have a valid driver's license for all positions that require transporting clients.
- Exceptional client service skills/interpersonal skills with all staff/employees.
- Must have the ability to clearly communicate with clients in English both verbal and written.
- Ability to pass DHS background study and maintain background clearance.
- Must submit to Tuberculosis screen when required.

*Because of the broad nature of this position, this job description is not intended to be inclusive of all job requirements and responsibilities. The DSP is expected to perform other job related duties as assigned.*

Any discovery of verbally abusive, physically abusive, supervision neglect, or other neglectful or financially exploitative behavior involving a client of Zumbro House Inc. will result in termination and a possible report to the Department of Human Services, which may disqualify you from any position allowing direct contact with vulnerable adults or children throughout the United States.

I understand that my employment as a Direct Support Professional (DSP) is probationary for 90 days following the date of hire.

***I understand and agree to perform all tasks documented in this job description.***

\_\_\_\_\_  
Employee Name (please print clearly)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature