

# ***COLE COUNTY RESIDENTIAL SERVICES, INC.***

Cole County Special Services Administrative Office  
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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/DSP I/II

**REPORTS TO:** Facility Supervisor, Program Manager, or Manager

**SUMMARY:** The Support Staff/DSP 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. Maintain clean driving record and transport clients to activities in the community. Provide community integration to people supported. Direction is received from the Facility Supervisor/Program Manager/Manager. He/She will be actively involved in and responsible for the implementation of teaching, training, and behavior programs for clients with direction from the Program Manager. The Support Staff/DSP I/II's character and conduct shall present a positive model for all & is expected to follow the agency's core values of: Caring, Compassionate, Respectful, Supportive, Individualized care to clients CCRSI supports.

## **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 and maintain all necessary certifications/training. Self-monitor the renewals of provided training; such as, CPR, First Aid, and Medication Administration.
3. Complete daily documentation including daily notes, medications administered, and Event Reports (when applicable).
4. Arrive on time and work scheduled shifts. When calling in sick, do so according to the timelines that have been established in policies and procedures.
5. Communicate promptly with Facility Supervisor, Program Manager, co-workers, or on-call supervisor all information needed to effectively operate the program (any health concerns or other issues as they arise). Interact positively with CCRSI staff and outside entities, presenting self as a positive role model.
6. Follows Client Programs – follow the IP, Behavioral Plans, ADLs/hygiene, transferring to wheelchair/bed, administering medications, teaching plans and client schedule.
7. Miscellaneous – accept supervision and other duties as assigned; such as, appointments, client/facility inventory, facility or van maintenance, 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.
3. CCRSI reserves the right to revise or change job duties as the need arises.

## **MINIMUM REQUIREMENTS**

### **Support Staff I:**

1. At least 21 years old to drive agency vehicles.
2. Must be a high school graduate or G.E.D. equivalent.
3. Must obtain a valid Class E driver's license within 30 days of hire.
4. TB test completed before beginning (to be updated annually.)
5. Ability to communicate clearly and effectively, both 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, discretion, and confidentiality.
8. Complete all mandatory training as scheduled.
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 situations.
11. Ability to work 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 judgement and following agency's emergency procedures.
14. Ability to follow directives of immediate supervisor(s).
15. Ability to read/follow recipes – cook meals.
16. Ability to perform personal hygiene for male and female individuals (shower, topical medications, oral care, shaving, and help with/clean-up incontinence).

### **DSP I:**

Includes the above plus:

17. Has completed assigned CDS courses.  
Has been a Support Staff for at least 6 months.  
Is recommended for promotion by the Facility Supervisor.  
Has no medication errors.

### **DSP II:**

Includes the above plus:

18. Two years as a Support Staff/DSP I; **OR**  
One and one-half years as a Support Staff/DSP I and 60 hours college credit; **OR**  
One year as a DSP I and a Bachelor's Degree
19. Has one or less medication errors in the last evaluation period.
20. Has met or exceeded expectations in all areas evaluated in most recent evaluation period.
21. All required trainings are current.
22. Is recommended for promotion by the Facility Supervisor.