

## ***Consumer Support Employee ( CSE)***

### **I. Qualifications**

The CSE worker provides direct service to the consumers in the home. He or she must meet the following:

- A. Be at least eighteen years of age
- B. Have a high school diploma, or the equivalent
- C. Have a valid Maine driver's license and possess a driver's record which allows the employee to be placed on the automobile insurance policy. The CSE must provide Green Valley Association with proof of insurance on personal vehicle.
- D. Background and experience in working with people with disabilities preferred.
- E. Pass preemployment screening to include a criminal background and driving record check
- F. Be of good moral character

The CSE will be responsible to the Residential Service Administrator and/or the House Manager.

### **II. Key Competencies**

A sense of control over one's destiny is essential. A Consumer Support Employee affirms the right of individuals with disabilities to have the opportunity to make choices for themselves and to exert a measure of control over their physical and social environment. Quality standards include the following:

- A. The Consumer Support Employee will demonstrate the utmost respect for persons with disabilities in all interactions.
- B. The Consumer Support Employee will demonstrate respect for family members of person with disabilities.
- C. The Consumer Support Employee will demonstrate knowledge of developmental disabilities and treatment/support strategies.
- D. The Consumer Support Employee will demonstrate ability to design, deliver, and ensure highly individualized services and supports.
- E. The Consumer Support Employee will demonstrate ability to access and employ community resources.
- F. The Consumer Support Employee will demonstrate knowledge of legal systems and individual civil rights.
- G. The Consumer Support Employee will conduct all activities and interactions in a professional, caring manner.
- H. The Consumer Support Employee will pursue professional growth and development.
- I. The Consumer Support Employee will work in a cooperative and collaborative manner as a team member.

### **III. Additional Duties and Responsibilities**

Keeping in mind, the mission statement of Green Valley Association, "It is the Mission of Green Valley Association to support people with disabilities to live and work in the community of their choice," CSE will provide the following supports to the individuals supported by the agency:

- A. Create and maintain normalized living arrangements.

1. Develop and adhere to a daily household schedule which most closely approximates the schedule followed by families in the surrounding community.
  2. Prepare and serve meals, when necessary, with the assistance of consumers. Support consumers in preparing their own meals, when possible.
  3. Clean and decorate the home, when necessary, with the assistance of consumers in order to maintain standards of cleanliness and to create a tasteful and attractive physical atmosphere.
  4. Interact with consumers in a manner which demonstrates respect, promotes age appropriate behavior, strengthens self concepts, encourages independence and self sufficiency, and enhance their image in the home and community.
- B. Provide physical care and support.
1. Dispense and monitor medication, when necessary, according to the DHS regulations governing the licensing and functioning of assisted living facilities, Section 5000, & Section 18000.
  2. Maintain standards of personal and household cleanliness and sanitation.
  3. Monitor and promote consumer's physical health and well-being and follow recommendations of Person Centered Planning.
  4. Manage aggressive or acting out behaviors in order to protect the consumer and others.
  5. Ensure dignity and privacy as much as possible when monitoring and assisting consumers in personal hygiene, dressing and grooming.
  6. Ensure dignity and privacy as much as possible when assisting the consumers in toileting routines, including menses care.
- C. Assist each consumer in developing to his/her maximum level of independence.
1. Based on person-centered plans, support consumer in grooming skills, hygiene skills, meal preparation, housekeeping skills, laundry skills, menu planning and nutrition, money use and consumerism, gardening, home maintenance, use of community resources, time management, first-aid, interpersonal skills, leisure time activities and health care.
  2. Observe, identify, and record consumers' status and progress in achieving person centered goals.
- D. Demonstrate respect for the rights of each consumer.
1. Adhere to policies in employee handbook and DHS Assisted Living Regulations, Section 4000.
- E. Maintain and expand one's own effectiveness and skills.
1. Attend in-service training sessions to include training in emergency and safety procedures, hygiene for the control of contagious diseases, consumer care and case management, administrative procedures and overall goals, behavior management techniques, crisis management, psychotropic medications, review of consumer abuse policy and procedures, first-aid, passive physical restraint (if used) and licensing rules pertinent to daily operation and any additional training offered.
  2. Read material available for staff development.

3. Follow self-improvement suggestions made during employees evaluations.
- F. Fulfill assigned administrative duties.
1. Maintain accurate up-to-date consumers records including daily sheets, daily log, incident reports, seizure reports, etc.
  2. Attend and participate in staff meetings/trainings.
  3. maintain accurate information on frequency of family contact-visits, letters, phone calls, etc.
  4. Carry out all other duties and responsibilities as assigned.
- G. Provide transportation for consumers, as needed.
1. Ensure the safety of all consumers, at all time, through safe operation of the vehicle, and adherence to all traffic laws.
  2. Supervise consumer safety while boarding and exiting the vehicle.
  3. Use Corporate vehicles whenever possible. If personal vehicle is used, this must be authorized by supervisor, and proof of adequate insurance must be on file at main office. Mileage will be reimbursed as outlined in Policy #512, Business Travel Expenses.
  4. Staff must read and adhere to Use of Vehicle Policy #508.
- H. Primary responsibilities.
1. Monitor monthly progress, including collecting all relevant data, on person planning goals, and prepare a monthly report on such progress, as requested.
  2. Keeping work charts and data sheets in order and up to date.
  3. To observe and document any medical changes and report them to immediate supervisor and follow through with suggested course of treatment.
- I. Fulfill all job duties and responsibilities with respect to physical working conditions.
1. Reports to work when scheduled and on time.
  2. Have the physical dexterity to accurately record data in a written manner, have a developed sense of smell, and have both a short and long term memory.
  3. Work in areas which may be hot, cold, and damp. The work area may also be noisy, odorous, and at times be poorly lighted. The job may also expose the employee to contagious diseases, which may include, but not be limited to, HIV and Hepatitis B.
  4. Be able to sit, stand, bend, walk, climb stairs, push and pull objects, and lift and carry, at times, up to 45 pounds.
  5. Be able to spend time indoors and outdoors. The employee may be exposed to mechanical hazards and hazardous materials.
  6. Follow all safety procedures.
- J. Support will continue to represent "wrap around" supports to meet the needs of the consumer. Job description will change as supports change.

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ENTRY WAGE: