



JOB ESSENTIALS FOR SERVICE DEPARTMENT STAFF

Professional C.A.R.E./Coach Technician

Due to Federal, State, and Local requirements; all Service Department Staff must be able to perform all Job Essentials throughout employment to remain employed working with people supported. This includes initial and ongoing throughout employment; short term accommodations may be possible:

1. Be able to perform fine motor skills with fingertips (ex. van lifts & tie downs,) as well as be ambulatory and have sufficient agility to bend, rotate head, neck and torso, kneel, lifting and transferring people in wheelchairs and navigate stairs in order to perform all duties essential to the health, safety and well-being of the people we support.
2. Have normal/correctable vision and hearing essential to aid the people in the program with activities of daily living, dispense medications, complete documentation, drive company or own vehicle lawfully, fully participate in trainings, participate in emergency evacuation drills and emergency training, assess the medical status of the people we support and seek medical treatment if necessary, assist in the maintenance and upkeep of a home.
3. Be physically able to successfully complete and pass initial and ongoing training in CPR/First Aid, Behavior Management/Crisis Intervention supports, and other physical ability-based training by demonstrating proper body mechanics, special awareness, adequate strength and agility.
4. Knowledgeable about and actively support 1) culturally competent, recovery-based practices, 2) Person Centered Planning, with the person's choices being the priority, ensuring they are defining their own life goals and are assisted in developing a unique path toward those goals and 3) a trauma informed culture to aid people in their recovery process. Lived experiences with behavioral health issues is helpful in this position. Empathy is necessary.
5. Be able to read as well as communicate/speak and write accurate, legible, comprehensive written documentation in order to complete required training, provide cognitive skill training to the people we support, complete employment paperwork, participate in program implementation, and complete all required documentation. Able to communicate/speak expressively and receptively in order to follow individual plan requirements and beneficiary-specific and emergency procedures, and report on activities performed. Have legible signature on all documentation. Any falsification of documentation is strictly prohibited and must be reported immediately to the Corporate Compliance Officer.
6. Be able to tolerate body fluids and follow Blood Borne Pathogens training (ex: blood, urine, feces, sputum, and vomit), household chemicals and cleaning agents (ex: bleach, soaps and commercially prepared agents) as specified by OSHA and MIOSHA standards.
7. Able to prevent transmission of any communicable disease from self to others in the environment in which they are providing Supports/Services.
8. Possess a valid Driver's License in order to conduct business for the people we support and for the program. This includes evacuating the people in homes in case of an emergency, and driving the people to medical appointments, social activities, meetings, day activities and other necessary activities. The ability to assist people supported with safe alternative transportation options when requested/necessary.
9. Be at least 18 years of age at hire, have valid social security number and provide letters of reference.

10. Be of good moral character as required by LADD, Federal and State of Michigan, Licensing and other agencies as evidenced by a comprehensive reference check to meet the Federal and State requirements to provide Medicaid/Medicare covered services per the MDHHS and other agency requirements. These checks can include CHAMPS, State Criminal History Record Check, SAM, OIG, FBI fingerprinting, including ability to provide fingerprints and pass all requirements.
11. Be able to pass a physical examination and complete the Communicable Disease/TB screening form at the time of hire. Depending on the responses from the Communicable Disease/TB screening form, you may be referred for a follow-up appointment with the LADD healthcare provider. At that appointment, you will need to obtain written documentation that you pose no risk for exposing others to communicable diseases and must complete an Annual Health Status review thereafter. This includes the agreement and ability to submit to any drug testing or screening during employment and successfully pass. LADD has a zero-tolerance drug/alcohol policy. Be able to make sound decisions and provide competent care to the vulnerable people we support.
12. Be able to attend and satisfactorily complete and pass required contract agency training, State of Michigan, and any other LADD training that may be required throughout employment.
13. Be able to act as an advocate for the people we support at all times in order to encourage and calm people supported as needed. Be able to; ensure recipient rights, safety, dignity, and privacy requirements have been met. Be able to intervene if you witness a person-supported rights are being violated; then immediately report.
14. Be able to provide services as they are written in the Person-Centered Plan, Behavior Plan, DHS Care Plan, and Health Care Plan by training/monitoring/assisting the people with the level of support needed to implement their Plan of Service.
 - Monitoring for Health & Safety – “Nothing About Me, Without Me!” Staff are to continuously monitor all people supported at the location as trained in align with their Person-Centered Care Plan and Personal Profile Assessment. Monitoring may vary by individual based on the services being provided and the assistance required (i.e. monitoring during eating/feeding, bathroom, bathing, sleeping hours, leisure activities, when in common areas or alone in bedroom, while in the community, etc.).
15. Be able to tolerate and assist the people we support in the care of pets in the program including bathing, feeding, litter boxes, cages, vet appointments, grooming, etc. Employees can request transfers due to pet allergies.
16. Be able to have good judgment, including the ability to evaluate, make decisions and anticipate consequences. Have interpersonal sensitivity (objective awareness of others, tactful interaction). Have insight and the ability to work autonomous as needed.
17. Be able to assist people in maintaining a safe, clean and normalized environment for the people we support following our Mission, Vision, and Values. This includes respecting the people’s served privacy, teaching/coaching privacy, knocking and asking to enter unless a threat of health/safety as well as coaching healthy living choices. People receiving services can request staff be transferred if a positive, professional relationship cannot be established.
18. Be able to remain awake, alert and productive at all times during working hours including midnight shift.
19. Have a good understanding of the individualized needs of each person supported through their Personal Profile, all Assessments and Life story, which includes information on their medical, social, developmental and support

needs. Be able to interact and engage in conversation and activities with the people supported. This includes talking/explaining what you are doing while working with people who may not have verbal communication skills.

20. Be able to adhere to and role model the Mission, Vision and Values of LADD, and have knowledge of and adhere to the policies and procedures of LADD, contracting agencies, SWMBH, Licensing Agencies, the State of Michigan and any other pertinent regulatory agencies.
21. Be able to maintain accurate expense records and receipts for all petty cash, personal funds, and other purchases made on behalf of the people we support at LADD. Misuse of LADD and/or people's funds will be prosecuted by law. Employees are never to borrow money from a person supported and may not benefit in any way from a person supported personal funds, belongings or families.
22. Be able to complete in a timely manner any additional duties such as shopping, errands, banking, and other duties as may be assigned. Staff must stay on shift until relieved by another staff while notifying management if it creates overtime. All over time hours must be approved by Management. Some people may be able to stay without staffing supports for varied amounts of time if noted in the plan of service. Please make sure you read and understand each person's PCP and discuss with your specific manager if any of the people you support can be left without staffing supports for any period of time. The majority of people supported require staffing supports at all times. If relief staff do not show up to shift, you must remain at the location until relieved by trained staff or a member of management releases you.
23. Be able to prepare healthy, nutritious meals and snacks following any specific diets noted in the person's health records; encouraging and supporting healthy choices by the person, daily exercise, fresh vegetables/fruits, and meal planning by all people supported.
24. Be able to have a positive attitude and friendly manner, create a positive, caring culture of gentleness for the people we support. Staff must be able to communicate appropriately with the people we support and co-workers. Employees are required to follow and role model the company Mission, Vision, and Values at all times during work hours. Must adhere to LADD code of conduct when interacting with the people we support, families/guardians and various stakeholders as well as members in the community.
25. Be able to work any day of the week including various Holidays, Saturday and Sunday. You must be able to work any required overtime. LADD is required to provide care for the individuals we serve 24 hours a day, 7 days a week, 52 weeks a year. Be flexible and dependable, the vulnerable people we provide services for need their support staff. Staff must stay on shift until a trained employee relieves them unless noted in the plan of service and management approved.
26. Be able to maintain confidentiality following all HIPAA and HITECH Security laws. Each individual has the right to confidentiality. This means that you don't discuss the individual with people outside of the program, if they are not involved with the individual who is receiving service. Do not allow last names to be used while in public or permit anyone to read the program documentation and logs unless management has obtained proper authorizations.
27. Be able to provide Personal Care Task as indicated in the Person-Centered Care Plan, DHS Care Plan or Health Maintenance Plan and as indicated below:
 - Eating/Feeding – helping with use of utensils, cup/glass, getting food/drink to mouth, cutting up/manipulating food on plate, cleaning face and hands, as needed after a meal.

- Bathroom assistance – helping on/off toilet, managing clothing, wiping and cleaning body after use of toilet, cleaning ostomy and/or catheter tubes/receptacles, applying disposable briefs and disposable pads; may include doing catheter, ostomy or bowel programs.
- Bathing – helping with cleaning the body or parts of the body, shampooing hair, using tub or shower, sponge bathing, including getting a basin of water, managing water temperature, soaping, rinsing and drying.
- Grooming – helping to maintain personal hygiene and neat appearance, including hair combing, brushing, oral hygiene, shaving, fingernail and toenail care.
- Dressing – helping with putting on/taking off, fastening/unfastening garments/undergarments, special devices such as back/leg braces, artificial limbs or splints.
- Transferring – helping to move from one position to another, such as from bed to or from a wheelchair or sofa, to come to a standing position and/or repositioning to prevent skin breakdown.
- Mobility – helping with walking or moving around inside the living area, changing locations in a room, moving from room to room or climbing stairs.
- Medication – helping with administering prescribed or over-the-counter medication, align with the Medication Policy and Procedures including following 6 Rights of Medication Administration and individualized training based on the person's medical needs (i.e. proper use of medical equipment, assistive devices).
- Meal Preparation – helping with planning menus, washing, peeling, slicing, opening packages, cans and bags, mixing ingredients, lifting pots/pans, reheating food, cooking, operating stove/microwave, setting the table, serving the meal, washing/drying dishes and putting them away.
- Shopping – helping to compile a list identifying needed items, picking up items at the store, managing cart/baskets, transferring items to home and storing them away.
- Laundry – helping by getting laundry to machines, sorting, handling soap containers, and placing laundry into machines, operating machine controls, handling wet laundry, drying, folding and storing laundry.
- Housework – helping with sweeping, vacuuming, washing floors, washing kitchen counters and sinks, cleaning the bathroom, changing bed linen, taking out garbage/trash, dusting and general home maintenance.

I have received, read, and agree to adhere to the Job Essentials throughout my employment with LADD, & understand that if I am unable to meet the Job Essentials, I will request an accommodation in writing to the Human Resource Dept. I understand that meeting the job essentials is required to remain employed.

Can you perform the essential job requirements of the job in which you wish to be employed, with or without accommodations? Yes ☐ No ☐

If no, describe the duties or responsibilities that cannot be performed:

Signature: _____ Date: _____

Management Signature: _____ Date: _____