

# **GUEST SERVICES SPECIALIST (GSS)**

## **(DIRECT CARE STAFF)**

### **Overview of the Job Position**

The GSS provides support services at Martha's Place, for our Guests with developmental disabilities. Duties will include providing and maintaining a clean and safe living environment; ensuring the health and safety of Guests, helping with the daily operation of Martha's Place, and leading and assisting the Guests in worthwhile and enjoyable activities, volunteer opportunities, games and excursions that promote positive social, spiritual and mental growth throughout their stay.

The work and care of our Guests will always be done under the following guiding principles of QWO:

1. We are committed to operating according to the guiding principles in God's Word.
2. We are committed to believing Guests satisfaction is the number one priority.
3. We are committed to believing all people are created equally in the image of God.
4. We are committed to believing all people should be treated with the greatest respect, honor, and love.

### **Educational/Vocational Requirements**

- I. **Education:** Minimum of a high school diploma or GED.
- II. **Experience:** Minimum of 1 year of documented experience in working with people with developmental disabilities.
- III. **Recommendations:** Requires two (2) letters of recommendation describing work experience and personal character.
- IV. **QWO Training:**
  1. Satisfactory completion of required pre-service training as required.
  2. Satisfactory completion of on-the-job training as assigned.
- V. **First Aid:** CPR and First Aid certification is required.
- VI. **Age:** All employees must be 18 years of age or older.

## **Responsibilities / Duties**

- I. Provides for the safety of the Guests by following correct safety procedures.**
  1. Identifies and ensures immediate rectification of hazardous safety conditions that could potentially cause injury to Guests or co-workers.
  2. Follows emergency procedures
  3. Conducts and documents emergency procedure drills. Follows emergency procedures in the event of an emergency.
  4. Adheres to blood-borne pathogens and hazard communication procedures.
  5. Maintains and cleans adaptive equipment.
  6. Adheres to mandatory abuse reporting guidelines.
  7. Adheres to confidentiality standards.
  8. Must have valid CPR / First Aid certification within 90 days of employment and must keep certification valid thereafter.
  
- II. Cares for the health of the Guests by following correct medical procedures.**
  1. Identifies and ensures immediate rectification of hazardous health conditions that could potentially cause health problems for Guests or co-workers.
  2. Dispenses medication and documents administration.
  3. Provides medical record documentation.
  4. Notifies appropriate persons when client is injured or needs medical assistance.
  5. Provides emergency first aid and or CPR as needed.
  6. Reviews Guest records for allergies and diet restrictions and ensures dietary restrictions are met.
  7. Assists Guests in maintaining personal hygiene, including diapering and cleaning of incontinent guests as necessary.
  
- III. Provides positive activities for the social, spiritual and mental welfare of the Guests.**
  1. Provides positive recreational, social and religious opportunities for the Guests.
  2. Reviews each Guest Intake Form and is familiar with the physical and social needs of each Guest.
  3. Completes all planned activities for each shift at Martha's Place or documents reasons for non-completion.
  
- IV. Other Functions in Serving the Guests**
  1. Follows appropriate transfer techniques, as trained, when assisting clients using wheelchairs.
  2. Assists Guests in understanding their rights and responsibilities.
  3. Assists Guests in understanding what to do if they have a problem.
  4. Treats Guests and co-workers with dignity and respect.
  5. Encourages independence, cooperation and participation by the Guests.
  6. Provides or assists with transportation to QWO-related activities.
  7. Provides or assists with transportation in emergency situations.
  8. Follows transportation safety guidelines when operating vehicles during work.
  9. Reports accidents, incidents and citations to appropriate person immediately, using applicable forms and procedures.

**V. Functions required in the Daily Operation of Martha's Place**

1. Participates as a team member and contributes to the overall effectiveness of Martha's Place.
  - a. Provides new ideas.
  - b. Suggests changes and ways to improve the overall effectiveness of Martha's Place.
  - c. Contributes and participates willingly in Staff Meetings.
2. Answers phone, checks message recorder, and records information appropriately.
3. Keeps Martha's Place neat and clean. Performs daily housekeeping tasks as assigned or as needed.
4. Completes incident reports and follows appropriate reporting procedures.
5. Follows all guidelines, policies and procedures of Martha's Place.
6. Accepts supervision.
7. Works independently without direct supervision.
8. Follows through on assigned tasks.
9. Cooperates with changes in schedule or routine.
10. Communicates appropriately with supervisor, co-workers, Guests, family members and the public.
11. Is responsible for the Guests and the function of Martha's Place when he/she is the only staff on the premise.

**Compensation**

- I. **Pay** – Guest Services Specialists will be compensated at a starting rate of \$11.00 per hour. Periodic performance reviews will be completed and increases in pay will be based on performance and length of service.
- II. **Benefits** – After 90 days of employment, medical benefits will be provided to full-time Guest Services Providers through Quiet Waters Outreach's group medical plan. Medical benefits are not available to part-time, on call or live-in employees.
- III. **Vacation** – Full-time Guest Services Specialists will receive 80 hours paid vacation per calendar year. In addition, Martha's Place will be closed two weeks during the year (one-week at Christmas and one week at a time determined by the organization). During this period, employees may elect to use their paid vacation or take this time as unpaid vacation. Five days of vacation are available to full time employees after successful completion of their 90-day New Employee Evaluation Period and another five days of vacation after six months of continuous employment.
- IV. **Holidays** – Due to the 24-hour, five-day per week staffing requirements of Martha's Place, nationally recognized and other holidays are considered to be a part of the regularly assigned work schedule without additional compensation to the employee.
- V. **Overtime** – Overtime is considered working time over 40 hours per 7-calendar day work period. Overtime pay is 1 and ½ times his or her normal hourly wage for all hours in excess of 40 hours. All overtime work must be approved by the Respite Program Director.

- VI. New Employee Evaluation Period** – The New Employee Evaluation Period will consist of 90 calendar days. During this period, the employees will be evaluated monthly by the Respite Program Director. The evaluation will focus on job performance and employee satisfaction. At any time during this evaluation period, the Executive Director may determine whether to award permanent employment status or end the employment contract with the employee.

### **Work Schedule**

The normal work schedule may vary. Typical schedule will be Monday-Wednesday, 8:30am-3:30pm and Thursday 8:30am-4:00pm. Exact schedules are assigned by the Respite Program Director of QWO. It is the attendance standard of the employer that all employees be present and on time for each shift they are scheduled to work. Time off may be approved if allowed by applicable policies covering illness, injury, or other personal emergency.

### **Medical Requirements**

Employees of QWO are required to have the Hepatitis B series of shots. A yearly Flu Shot is highly recommended. QWO reserves the right to require other shots for medical emergencies or safety of staff and Guests.

### **Physical Demands**

- I. Endurance-Moving About:** You will constantly (2/3 or more of the time) be moving from room to room, assisting the Guests or taking them outside for activities.  
***Specific examples include, but are not limited to:***
- 1. Moving from different areas of Martha's Place to check on Guests.*
  - 2. Assisting Guests to move to different areas of Martha's Place.*
  - 3. Taking the Guests outside for exercise and / or games.*
- II. Endurance – Overall Strength:** Exerts force and/or lifts or carries objects weighing up to 100 pounds occasionally, 25 to 50 pounds frequently, and/ or 10 to 20 pounds constantly.  
***Specific examples include, but are not limited to:***
- 1. Transferring Guests who use wheelchairs.*
  - 2. Loading a wheelchair into a car.*
- III. Standing:** Remain on feet in an upright position while working at a job related activity at Martha's Place.  
***Specific examples include, but are not limited to:***
- 1. Cleaning up after lunch.*
  - 2. Stands while performing housekeeping duties.*
- IV. Walking:** Frequently (1/3 to 2/3 of the time)  
***Specific examples include, but are not limited to:***
- 1. Walking on recreational and shopping outings.*
  - 2. Walking to monitor Guests.*
  - 3. Walking while doing assigned tasks.*

- V. **Lifting/Carrying:** Occasionally (up to 1/3 of the time). Lift by manually raising or lowering an object from one level to another (including upward pulling), and/or carry (transport) an object, usually holding it in the hands or arms, or on the shoulder.  
**Specific Examples include, but are not limited to:**
1. *Lift and transfer Guest to and from wheelchair.*
  2. *Lift or assist Guest to changing table.*
- VI. **Pushing/Pulling:** Periodic pushing and pulling is required but does not occur on every shift.  
**Specific Examples include, but are not limited to:**
1. *Push Guests in wheelchairs while on outings.*
  2. *Push Guests to various areas of Martha's Place*
- VII. **Bending/Stooping:** Occasionally (up to 1/3 of the time). Stoop by bending the body downward or forward by flexing the spine at the waist, and/or bend by extending the spine backward or from side to side.  
**Specific examples include, but are not limited to:**
1. *Bend or stoop to perform light housekeeping tasks.*
  2. *Bend or stoop to help one of the Guests.*
- VIII. **Kneeling/Crouching:** Occasionally (up to 1/3 of the time). Kneel by bending the legs at the knees to come to rest on the knee or knees, and/or crouch by bending the body downward and forward by bending the legs and spine.  
**Specific examples include, but are not limited to:**
1. *Kneel or crouch to perform light housekeeping tasks.*
- IX. **Reaching:** Occasionally (up to 1/3 of the time). Extend the hands and arms in any direction.  
**Specific examples include, but are not limited to:**
1. *Reach to assist guests with their lunch if needed.*
  2. *Reach for notebooks and writing instruments.*
- X. **Rotation:** Occasionally (up to 1/3 of the time). Twist and turn the spine or a ball and socket joint such as the shoulder or hip.  
**Specific examples include, but are not limited to:**
1. *Transferring Guests to and from wheelchairs, especially during hygiene support.*
- XI. **Talking:** Frequently (1/3 to 2/3 of the time). Express or exchange ideas by means of the spoken word to impart oral information to clients or to the public and convey detailed spoken instructions to other workers accurately, loudly, or quickly.  
**Specific examples include, but are not limited to:**
1. *Talk while helping or informing Guests of choices.*
  2. *Talking to Guardians about the behavior of the Guest while at Martha's Place.*
  3. *Explaining a situation to a fellow staff worker.*
- XII. **Hearing:** Frequently (1/3 to 2/3 of the time). Perceive the nature of sounds by the ear.  
**Specific examples include, but are not limited to:**
1. *Listen to Guest needs requests.*
  2. *Listen to instructions from the QWO Respite Program Director.*
  3. *Listen to questions or requests from Guardians.*

- XIII. Seeing:** Constantly (2/3 or more of the time). Obtain impressions through the eyes of the shape, size, distance, motion, color or other characteristics of objects.
- Specific examples include, but are not limited to:**
1. *Read street signs while on outings or driving.*
  2. *Document required data on proper forms.*
  3. *Observe Guests during your work shift while you are responsible for them.*

## Specialized Demands

- I. Driving:** Periodic – does not occur on every shift. A current, valid, Oregon Class C driver's license is required. Motor vehicle record must meet QWO's' insurance carrier's criteria for insurability. Operate motor vehicle, as in a car, van, or truck in the course of one's employment.
- Specific examples include, but are not limited to:**
1. *Transport Guest to special activities that are a part of Martha's Place.*
  2. *Transport Guest for Emergency Care.*

## Environmental Conditions

- I. Location:** Work is predominately inside and generally provides protection from weather conditions, but not necessarily from temperature changes. When outside there is no effective protection from the weather.
- II. Stairs / Steps:** Periodic – no steps inside Martha's Place. Steps do occur on the deck area and could occur on outings. Ability to ascend or descend stairs, steps, or similar uneven surfaces to access any required area.
- III. Wet Conditions:** Occasionally (up to 1/3 of the time). Endure contact with water or other liquids.
- Specific examples include, but are not limited to:**
1. *Wash any dishes used.*
  2. *Assist Guests with bathing and personal hygiene needs, such as diaper changes*
- IV. Unique Hazards:** Periodic – does not occur on every shift. Endure situations in which there is exposure to the risk of bodily injury.
- Specific examples include, but are not limited to:**
1. *Intervene if Guest becomes overly agitated, to prevent injury or physical harm.*
- V. Fumes:** Periodic – will rarely occur.
- Specific examples include, but are not limited to:**
1. *Fumes - Smoky or vaporous exhalations, usually odorous, thrown off as the result of combustion or chemical reaction.*
  2. *Odors – Noxious smells, either toxic or nontoxic.*
  3. *Toxic Conditions – Exposure to toxic dust, fumes, gases, vapors, mists, or liquids that cause general or localized disabling conditions as a result of inhalation or action on the skin.*

- VII. **Dust** – Air filled with small particles of any kind, which makes the place unpleasant.
- VIII. **Poor Ventilation** – Insufficient movement of air causing a feeling of suffocation or exposure to drafts.

### **Learning Development Demands**

- I. **Reasoning:** General – Apply understanding to carry out instructions furnished in written, oral, or diagrammatic form; deal with problems involving several concrete variables in or from standardized situations.
- II. **Mathematical:** Minimal – Add and subtract two digit numbers. Multiply and divide 10's and 100's by 2, 3, 4, and 5. Perform the four basic arithmetic operations with coins as part of a dollar. Perform operations with units such as cup, pint, and quart; inch, foot, and yard; and ounce and pound.
- III. **Reading:** Basic – Use vocabulary of 5,000 – 6,000 words; read at rate of 190 – 215 words per minute. Read such items as adventure stories, comic books, and instructions for cooking a food item; looking up unfamiliar words in a dictionary for meaning, spelling, and pronunciation.  
***Specific examples include, but are not limited to:***
  - 1. *Reading information from Intake Form*
  - 2. *Reading to Guests*
- IV. **Writing:** Basic – Write compound and complex sentences, using cursive style, proper end punctuation, and employing adjectives and adverbs.  
***Specific examples include, but are not limited to:***
  - 1. *Writing reports.*
  - 2. *Helping a Guest write a letter*
- V. **Speaking:** Minimal – Must speak English in simple sentences, using normal word order, and present and past tenses.  
***Specific examples include, but are not limited to:***
  - 1. *Talking with Guests.*
  - 2. *Talking with Guardians*
  - 3. *Talking with fellow staff members*

### **Temperament Requirements**

- I. **Patience:** Must be able to be patient with Guests and the predictable behaviors common among individuals with developmental disabilities. Must also be patient with Guardians who care deeply about their loved ones and who may make seemingly difficult requests.
- II. **Influencing:** Write, demonstrate, or speak to persuade and motivate people to change their attitudes, behavior or opinions or participate in a particular activity.
- III. **Variation:** Make frequent changes of tasks involving different aptitudes, technologies, techniques, procedures, working conditions, physical demands, or degrees of attentiveness without loss of efficiency or composure.

- IV. **Elevated Stress:** Cope with circumstances dangerous to self or others. For example, intervene in volatile situations to prevent physical harm to a Guest.
- V. **Controlled Tasks:** Perform tasks only under specific instructions, allowing little or no room for independent action or judgment in working out job problems. For example, follow prescribed support plans.
- VI. **Interpersonal:** Demonstrate willingness to allow interpersonal relationships in job situations beyond receiving work instructions. For example, interact with a variety of Guest, staff and the public.
- VII. **Decisive:** Solve problems, make evaluations, or reach conclusions based on subjective or objective criteria, such as the five senses, knowledge, past experiences, or quantifiable or factual data. For example, when to seek assistance from a supervisor, when to apply training to task.

### **Relationship Requirements**

- I. **Data:** Compiling – Gather, collate, or classify information; report and/or carry out a prescribed action in relation to the information.
- II. **People:** Instructing – Teach subject matter to others, or train others through explanation, demonstration, and supervised practice; or make recommendations on the basis of technical disciplines. Also, be sensitive to needs and requests of Guests, and necessity of training, cueing or support.
- III. **Things (Equipment/Machinery):** Handling – Use body members, hands tools, and/or special devices to work, move, or carry objects or materials; involves little or no latitude for judgment with regard to attainment of standards or in selecting appropriate tool, object, or materials.

## **Acknowledgment**

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. QWO reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

I acknowledge that I have also received a copy of the Personnel Policy Manual that contains important information on QWO's general personnel policies and my privileges, obligations, and responsibilities as an employee. I understand that I am responsible for familiarizing myself and complying with its contents. I further understand that the organization may change, rescind, or add to any policy, or practice described in the Personnel Manual (except for the employee's employment at-will policy), from time to time, in its sole and absolute discretion.

I understand and agree that my employment is "at will" and may be terminated with or without cause at any time by QWO or myself. I further understand and agree that nothing in this Job Description or in the Personnel Policy Manual is intended to create any contractual obligation that in any way conflicts with the "at will" nature of my employment. I further understand and agree that no organization's representative has any authority to agree to anything contrary to the employee's employment "at will" unless it is specific, in writing, and signed by me. Finally, I understand and agree that all prior inconsistent agreements, if any, about the nature of my employment relationship with QWO are hereby superseded, and that this acknowledgment contains the entire agreement between the organization and myself on this subject.

EMPLOYEE'S SIGNATURE: \_\_\_\_\_

EMPLOYEE'S NAME: \_\_\_\_\_

DATE: \_\_\_\_\_