



REMOTE SUPPORT SPECIALIST - JOB DESCRIPTION

JOB SUMMARY: The Remote Support Specialist (RSS) provides remote support services to the consumer which will help the consumer ensure health and safety without direct care staff in the home. Without this help, the consumer may require the presence of direct care staff, or institutionalization. The RSS will supervise and assist the consumer with areas identified in the ISP, and will assist the consumer to maintain a safe environment during periods of monitoring. Providing input and communication to the administration to guarantee the consumer maintains the highest level of independence is necessary. The RSS will assist in or perform the duties outlined below in accordance with the ISP. The RSS provides:

- All items of a consumer's ISP which specifically indicate Wynn-Reeth is responsible for completing;
- Personal interaction to assist the consumer to reach and maintain the highest level of safety and security in their home;
- Assistance to the consumer with medication reminders, as required. This will be done in accordance with all medication administration regulations set by ODODD;
- Assurance of the proper functionality of all monitoring equipment;
- Assessment, monitoring, and supervising the consumer's safety, health, and welfare;
- Completion of all work on shift before leaving;
- Reporting of any needed repairs to the IT Specialist or administration;
- Knowledge of all emergency policies and performing first aid and CPR if necessary;
- Completion of documentation as assigned;
- Assistance to coordinate with the individual/guardian, family members, and designated person as applicable, to assist in the coordination of services;
- Real time monitoring of the consumer's residence, and must be awake at all times;
- Telephone support for all consumers and their support team members during incidents;
- Notification to backup support staff during times of need;
- Notification to emergency personnel such as police, fire, emergency medical services, and psychiatric crisis response entities;
- Immediate assessment of a situation and call the consumer's local emergency number first, if that is deemed necessary, and then contact backup support staff. During these times the RSS will stay engaged with the consumer until emergency personnel or the backup support staff arrive;
- Assistance to non-emergency situations as specified in the ISP or care protocol;
- Reporting for all Unusual Incidents or Major Unusual Incidents that occur during periods of monitoring;
- Maintain professional conduct & appearance while working around county officials, members of the community, interagency personnel, etc.
- Any other duties as assigned per client ISP.



Job Descriptions
Policy # 2-002
Implemented: 03/09/94
Revised: 03-29-13

TRAINING AND EXPERIENCE:

Previous experience in hospital, nursing home, health care or long-term care setting is desirable, but not mandatory. Will receive training and orientation as per policy.

WORKING CONDITIONS:

Works in well lighted and ventilated office. Sits, stands, lifts and moves intermittently. Is subject to frequent interruptions. Is involved with consumers, personnel, visitors, government agencies/personnel, etc., under all conditions and circumstances. Is subject to hostile and emotionally upset residents, family members, personnel, and visitors. Communicates with other personnel. Is willing to work beyond normal working hours, on weekends and holidays, and in other positions temporarily, when necessary. Will be prohibited from smoking while working.

SPECIFIC REQUIREMENTS:

Must be able to write and use English language in a legible and understandable manner. Must possess the ability to make independent decisions when circumstances warrant such action. Must possess the ability to deal tactfully with personnel, consumers, family members, visitors, government agencies/personnel, and the general public. Must be a minimum of sixteen (18) years of age. Must possess the ability and willingness to work harmoniously with professional and non-professional personnel. Must have patience, tact, a cheerful disposition and enthusiasm, as well as the willingness to handle difficult clients. Must be willing to seek out new methods and principles and be willing to incorporate it into existing practices. While working each staff shall have the employee ID present.

PHYSICAL REQUIREMENTS:

Must be able to move intermittently throughout the workday. Must be able to speak the English language in an understandable manner. Must be able to cope with the mental and emotional stress of the position. Must be able to see and hear, or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met. Must function independently, have flexibility, personal integrity, and the ability to work effectively with consumers, personnel, and support agencies. Must be in good general health and demonstrate emotional stability. Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and at times hostile people within the home. Must be able to lift a minimum of 50 pounds.



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BACKGROUND CHECKS

Before being considered for employment, each applicant must satisfactorily pass reference checks, and may be processed through the Ohio Professional Electronic Network (OPEN) to immediately ensure that he/she does not have any criminal convictions on record that may prohibit their employment with this agency. In addition to OPEN checks, the new hire will be fingerprinted and submitted to BCI&I for criminal background checks. All background checks must be returned to the office of Wynn-Reeth, Inc. within sixty days from the date of hire, and free from disqualifying convictions in order to continue an active employment status. In the event that the background check would reveal any disqualifying convictions, the employment will be immediately terminated. The employee must immediately provide written notification to the Human Resource Department any time their driving privileges are revoked or suspended. See policy 1-030 for more information.

ACKNOWLEDGEMENT:

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of Remote Support Specialist and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will by the facility or myself with or without notice.

Date

Signature of Remote Support Specialist

Date

Signature of Administration