

SUPPORTING PEOPLE TO ACHIEVE INDIVIDUALIZED GOALS

Realistic Job Preview



THE COMMUNITY
Supports Network, Inc.

Supporting People to Achieve Individualized Goals

Overview

- Are you considering a career with CSN?
- If so, this realistic job preview has been designed to help you with your decision. It provides information about what it is like or what it means to be a member of our team.
- We believe, working on our team is an experience that will last a lifetime.

Relationships

- Long-term employees report that the reason they continue their employment is because of the relationships they build with the people they support, as well as their co-workers.
- People supported by CSN report that the reason they continue to choose CSN as their service provider are because of the relationships they build with the Direct Support Professionals and their friends at CSN.



Supports

- CSN provides a wide range of supports to people with disabilities. Supports may be provided in the person's home or at their job.
- We support people in becoming part of their community, which we believe is more than simply living in a house in the neighborhood. We believe this means a person is accepted as a contributing member of the community.
- Your primary responsibilities will be to directly support persons with disabilities. Specific job duties will depend upon where you work, the shift you work, and the needs of the people you support.



Activities

- Supports vary for each person based on their needs. Some activities with which you may support people include:
 - Day-to-Day household chores including cooking, cleaning, taking out the trash, light home maintenance, and keeping the home and lawn looking nice
 - Practicing and maintaining good hygiene
 - Getting up in the morning and getting ready for school or work
 - Completing homework from school
 - Running household errands such as shopping
 - Supporting a person at appointments
 - Completing vocational training tasks
 - Completing job tasks
 - Being a good neighbor



Flexibility

- CSN provides supports around the clock every day of the year. Work shifts may include:
 - Mornings
 - Afternoons
 - Evenings
 - Overnights
 - Weekdays
 - Weekends
 - Holidays
- DSPs must be flexible and available to work a wide range of assignments.
- It is very important that DSPs are reliable and dependable.
- Arriving on time and ready to provide supports and services is critical.



DSP - Residential

- The atmosphere when working in a residence may be somewhat relaxed. It is, after all, the home of the people we support. DSPs find the balance between being a guest in the person's home and being responsible for a therapeutic environment.
- The work of the DSP is to engage themselves and the people they support in all the activities of the home. DSPs may provide assistance with personal care such as bathing, getting dressed, taking medications, or eating.



DSP – Vocational (Nebraska Only)

- DSPs at Vocational Training Sites:
 - May use subcontract work as a work- training vehicle
 - Must follow established training procedures while supporting the person to meet production schedules and product quality guidelines
 - Must balance production demand with the training needs of the people being supported
- DSPs at Job Placement Sites:
 - Provide training and supports to people that have taken jobs out in the community
 - Must be able to adapt to a wide range of employer expectations, environments, and cultures



Qualifications

- To be a DSP, you must meet the following minimum requirements:
 - Have a high school diploma or equivalent
 - Possess a valid, unexpired driver's license
 - Have valid, unexpired auto insurance and reliable transportation that can be used while working
 - Be willing to learn and physically able to complete your assigned responsibilities
- CSN conducts criminal history background checks.
- CSN checks for reports of abuse and/or neglect relevant to employment applicants.
- DSPs serve a probationary period of six consecutive months.

Role Modeling

- In addition to providing support in the home, on the job, and in the community, the DSP must:
 - Serve as a good role model for the person receiving support and co-workers
 - Arrive to work on time and ready to work
 - Have a working knowledge of CSN Policy & Procedures
 - Attend CSN trainings and staff meetings
 - Communicate with family members of the person receiving supports, service coordinators, and other professionals that support the person
 - Serve as an advocate for the people he or she supports



Training

- CSN provides many hours of pre-service orientation and training as well as specific on-the-job training provided by the location supervisor.
- It will be your responsibility to attend required training.
- Because training is highly important, employees that fail to attend required training are not allowed to work.
- Training opportunities in addition to basic requirement are offered on an on-going basis.
- Training records and performance reviews are considered when employees apply for advancement opportunities at CSN.

Pre-Service Orientation & Training

- Pre-Service Orientation and Training for all new employees includes:
 - Introduction to Services/On-Boarding
 - CPR, First Aid, and Blood Borne Pathogens
 - Medication Aide Provision
 - Mental Health Orientation
 - Documentation
 - Abuse/Neglect and Rights of Persons Receiving Services
 - Personnel Orientation
 - Positive Behavior Support
 - The Mandt System®



Good Beginnings

- All new employees of CSN must successfully complete a six-month probationary period.
- Completing this is dependent upon successful completion of all required training and satisfactory job performance, including reliability and dependability.
- Reliability and dependability includes being available when CSN needs you, reporting for work on time and staying for your full shift, and contributing to the team and the success of the people you support.



Meeting the Challenge

- CSN believes that all behavior is communication, including the use of challenging behavior.
- We teach all of our employees about the importance of building healthy relationships in lessening the need to use challenging behavior; and, we provide each employee with tools and training that help them to build these healthy relationships.
- In addition, each person receiving services has a specific plan designed to teach the person to use safe behavior for communicating.
- All of our employees are trained on each person's specific safety plans



Character

- Successful employees at CSN share similar values, beliefs, and talents. Here are a few commonalities shared by our top performing employees:
 - Genuine beliefs that people with disabilities share the same rights as everyone
 - Genuine caring and compassion for others, accepting of differences
 - Good self-esteem and respectful of others
 - Flexible, reliable, and loyal
 - Creative
 - Team player
 - Good communicator



Join Us In Our Mission

- If you think you would be a good match for the people supported by CSN, please let us know. Positions may be available at any one or several of our locations.
- Job applications are available at thecsnetwork.com/careers or one can be received by contacting one of our Human Resource Representatives.

- CSN Lincoln
2610 West M Court, Lincoln, NE
(402) 325-8555

- CSN Omaha
5022 S 114th Street, Suite 100, Omaha, NE
(402) 827-7652

- CSN Kearney
1709 West 39th Street, Kearney, NE
(308) 234-6834

- CSN Council Bluffs
300 West Broadway, Suite 111, Council Bluffs, IA
(712) 242-0533

- CSN Des Moines
1701 48th Street, Suite 260, West Des Moines, IA
(515) 225-6533

- CSN Sioux City
4300 S Lakeport, Suite 102, Sioux City, IA
(712) 274-3026

- CSN Kansas City
1215 Swift Swift, North Kansas City, MO
(816) 216-7750