

Direct Service Professional II

Job Details

Level	Entry Level
Job Location	The Arc San Francisco
Position Type	Part Time or Full Time
Education Level	Associates Degree
Job Category	Nonprofit - Social Services

Organizational Summary

The Arc San Francisco is a non-profit service and advocacy organization for adults with intellectual and developmental disabilities and their families living in San Francisco, Marin, and San Mateo counties. We currently serve a varied group of over 700 clients who, despite their diverse backgrounds, ages and disabilities, are all similar in their desire to live a life of greater self-determination, dignity, and quality. Our goal is to provide the supports that enable people with developmental disabilities to maximize their potential, live meaningful lives, and become integral members of the community. To that end, we provide a range of services relevant to all areas of adult life, from independent living supports and skills building to employment training and creative expression. As a true community partner, we believe in educational outreach, the power of business partnerships, and the importance of being a reliable resource for families, supporters, public policy makers and all those who share our vision of creating a more informed, diverse and inclusive society.

Position Summary

Maintain a caseload of participants while developing and maintaining resources for all participants. With regular consultation from Associate Director Team, develop and maintain relationships with community partners based on Program needs. Support participants and other DSPs in scheduling enhancement and connection to growing resource opportunities. Support and inspire participants in maximizing their resources and in setting high and attainable community involvement and employment goals. Assess appropriate opportunities and classes for each participant based on their strengths and interests, which may include vocational goals, retirement, health-based activities, and adult education opportunities. Identify and promote opportunities for participants with significant barriers to community activities. Serve as an ambassador for community inclusion for people

with intellectual disabilities with participants, families, community partners, Arc staff and the wider community.

Areas of DSP II specialization/concentration are based on and evolve based on Program needs. These areas may include:

- Technology
- Community College
- Volunteer Opportunities
- Entrepreneurship/Microenterprise Opportunities
- Apprenticeship Experiences
- Social/Recreation
- Autism Supports
- Curriculum Development
- Health & Wellness
- Advocacy

Essential Duties and Responsibilities

- Works with clients on a one on one basis or in a group setting to provide a wide range of services.
- Develops and implements direct instructional plan for clients in community or residential sites.
- In conjunctions with service manager(s) prepares annual calendar for program
- Participant reviews and assists program participants in facilitates case
- Reviews and goal plan(s) for each program/ service.
- Ensures maintenance of client emergency information, and client records.
- Maintains records and other documents as requested by direct Supervisor; updates IPP information as needed, completes assessments as needed, and maintains daily log of activities and observations.
- Addresses all issues and crises related to client services.
- Ensures implementation of all safety policies and procedures.
- Attends and participates in relevant meetings, conferences and training as assigned.

Essential Functions and Skills in addition to all requirements in DSP 1 Description

- While reporting to Service Manager, operates under the advisement of Associate Director Team to build relationships with external stakeholders to identify new, creative opportunities for participants.
- Partner with other DSP II-Resource staff to ensure all participants have equal opportunity to community involvement.
- Attend quarterly DSP II Meetings.
- Track participant utilization of resources.
- Develop individualized and group volunteer opportunities based on participant goals and interests.
- Identify and promote community-based activities and opportunities for a range of participant accessibility needs.
- Update Weekly & Monthly Calendar/Planning Board to create visibility/awareness for all campus-based community outings. Ensure availability of Calendar to all non-campus community-based staff.
- Identify and promote Zoom opportunities for participants with significant barriers to remote services, including identifying hybrid class opportunities for on-campus participants to join virtual classrooms.
- Use Smart Screen to facilitate hybrid classes.
- Assist in the planning and execution of holiday parties, annual picnics, and social/recreational special events.
- Provide support and share expertise with staff.
- Ability to facilitate Arc trainings as approved by Arc Management
- Other duties as assigned.

Knowledge, Skills and Experience

- High school diploma or equivalent.
- Experience or interest to work with adults with developmental disabilities at a variety of functioning levels.
- Adult Education or Special Education certification or eligibility is desirable.
- Comfortable in using various technology: Microsoft Office, Smartphone, Web based time clock.
- Flexible schedule - Some early morning, afternoon, evening and weekend hours may be required.
- Knowledge of and commitment to the principles and concepts of normalization/integration.
- Sensitivity and concerns for the rights and needs of the individuals served, including a desire to relate to those individuals as dignified and competent individuals.
- Clear communication skills, both oral and written.

- Valid California driver's license, safe driving record and current proof of insurability if driving on agency business.
- Works with clients on a one on one basis or in a group setting to provide a wide range of services.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Repetitive key board use, phone use, walking, standing, bending stooping and direct client interaction.

The Arc San Francisco is an Equal Opportunity Employer.

The Arc San Francisco is committed to equal opportunity in the terms and conditions of employment for all employees and job applicants without regard to race, color, religion, sex, sexual orientation, age, gender identity or gender expression, genetic information, marital status, national origin, disability, citizenship or veteran status. We will consider qualified candidates with criminal histories in a manner consistent with the requirement of the San Francisco Fair Chance Ordinance.