

Job Title: Support Provider II

Job Code: 903101

Job Family: Direct Care

Pay Grade: JC.13.12

FLSA: Non-Exempt

EEO: Paraprofessional

Department/Agency: Countywide

Position Number(s): Multiple

Recommended Position Title(s): Support Provider II

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

Essential Duties:

- Provides, assists with, or coaches individuals on personal care needs with limited supervision; provides crisis interventions, including physical intervention and restraint to ensure the safety of individuals; monitors and/or administers medication as prescribed; monitors and documents mental and physical condition of individuals.
- Teaches, coaches and provides guidance and support on various skills to enable productive lives of individuals; assists individual and family members to identify strategies or treatment options and participates in the development and modification of plans to regain ability to make independent choices and promote coping skills; develops and maintains a positive and effective relationship with service recipients, families, and other service providers, serving as the main point of contact.
- Organizes and participates in meetings related to care coordination; completes documentation for direct services provided to ensure timely and accurate completion.
- Transports individuals receiving services to appointments, activities, and/or work.

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Job Description

Minimum Job Requirements:

High School diploma or equivalent and one year of experience working in a human services field are required. May require KS/MO driver's license, depending on department or agency.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

No preferred job requirements.

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

Yes No Education may be substituted for experience.

Physical, Environmental, and Special Working Conditions:

Lifting: requirement varies by assignment.

Exposure to hazardous materials (bodily fluids).

All County employees may be called upon to assist other departments in a declared emergency situation.