



Direct Care Staff Job Description

The Direct Care Staff member at Phyxius Inc. plays a vital role in providing daily support, supervision and care for individuals with intellectual disabilities and mental illness. This role requires a compassionate, patient, flexible and resilient person who can offer both emotional and physical support, promote independence, and ensure a safe and respectful environment. Some individuals may exhibit high-risk behaviors, including aggression and elopement. Staff must be trained and prepared to use physical intervention techniques when necessary, always prioritizing safety and dignity.

Qualifications:

This position requires a genuine interest and demonstrated ability to support individuals with developmental disabilities. Applicants will be evaluated based on their attitude, skills, and aptitude for this work.

- Must pass background check.
- Must demonstrate the physical capability to perform all direct care tasks.
- Must pass Therapeutic Intervention training, including all physical restraint techniques.
- Must attend, complete and pass all mandatory training courses as directed.
- Ability to work flexible hours, including weekends, and holidays.
- Strong communication skills and ability to remain calm and focused under pressure.
- Commitment to treating all individuals with dignity, respect, and compassion.
- Positive attitude, strong work ethic, and ability to work independently and as part of a team.

Conditions of Employment: The first six months of employment constitute a probationary period, during which performance will be evaluated.

Availability:

This part-time or full-time position requires flexibility, including weekends and holidays. Because we provide 24/7 care, staff may be scheduled outside of their preferred availability and at multiple locations. Shifts may change on short notice to ensure consistent, high-quality care.

Reports To: Assistant Program Leader, Program Leader, Operations Supervisors, and Directors.

Preferred Qualities:

- Experience working with individuals with intellectual disabilities and/or mental illness.
- Patience, empathy, and a strong sense of responsibility.
- Confidence in managing behavioral challenges with professionalism and care.
- Resilience under stress.
- Sense of humor.

Key Responsibilities:

- Provide direct care and supervision in daily routines, including personal hygiene, medication administration and community outings.
- Assist with grocery and supply shopping to ensure the home is well-stocked.
- Prepare and serve nutritious meals according to the dietary needs and preferences of each individual.
- Perform regular deep cleaning of the home, including bedrooms, bathrooms, common areas, and kitchen.
- Maintain the outdoor space by removing weeds from gardens/flower beds and shoveling snow from sidewalks and steps to ensure safety.
- Engage with individuals in activities they enjoy, encouraging social, recreational, and leisure participation.
- Be flexible and willing to work various shifts (including day, evening, overnight), with weekend and holiday shifts being mandatory.
- Remain available to provide consistent, high-quality care by adapting to the scheduling needs of the home and organization.
- May be required to work at multiple program locations based on staffing or company needs.
- Assist in the implementation of individualized care plans and behavior support strategies.
- Intervene during crisis situations using trained de-escalation techniques and, when necessary, physical intervention and manual restraint per policy and training.
- Attend and successfully complete all required training, including physical escort and restraint certifications.
- Provide transportation to clients in company vehicles (for employees designated as drivers), ensuring safety and accountability during outings and appointments.
- Maintain accurate and timely documentation, including daily logs, data tracking, and incident reports.
- Communicate clearly and respectfully with clients, coworkers, and management—always adhering to the company's professional conduct policy.
- Monitor and report any changes in clients' physical or emotional status to appropriate team members.
- Uphold the rights, dignity, and confidentiality of all individuals served, ensuring a safe, respectful, and supportive environment.
- Work cooperatively as part of a multidisciplinary team to support the overall success of the individuals and the home.
- Perform other duties as assigned by your supervisor or management team.

Employee Acknowledgment: By signing below, I acknowledge that I have received and reviewed the job description for Direct Care Staff and understand the responsibilities and expectations of the role.

Date: 05/22/25

Signature: 
Katherine Wittkowski-Boyd (May 22, 2025 13:35 CDT)

Katherine Wittkowski-Boyd - 2 DCS JobDescription

Final Audit Report

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