

The Personal Support Specialist Responsibilities

- Work Management Skills
 - CollaborationThe PSS...
- Establishes and maintains effective working relationships with all levels of personnel.
- Understands and appreciates the different views, expertise, and experience of others; understands the perspectives and limitations of other individuals and systems.
 - Identifies and understands what resources are available and seeks guidance when needed.
- Uses own support network (including supervisor) appropriately to get feedback and process issues.

The Personal Support Specialist Responsibilities

- Work Management Skills
 - OrganizationThe PSS...
 - Plans work activities to ensure services are provided at the appropriate times.
 - Gathers supplies and materials needed to provide services in a productive and timely manner.
 - Maintains personal work area in a neat and orderly fashion.
 - Role Clarity
- The PSS...
- Understands roles and responsibilities of staff
 - Clarifies responsibilities and boundaries of the PSS role

The Personal Support Specialist Responsibilities

- Observational Skills
- The PSS...
- Recognizes inconsistencies in information or observed behavior (“What’s wrong with this picture?”)
 - Describes factually what is observed without using language that presumes values and motives. Objective reporter.
 - Identifies behavior that is out of character or atypical.
 - Identifies trends or patterns in behavior over time.
 - Is the eyes and ears of the medical team.

The Personal Support Specialist Responsibilities

- Judgment
- The PSS...
- Thinks through the implications of situations or events to predict consequences.
 - Recognizes when a situation requires emergency response.
 - Maintains perspective on what is urgent and what can wait, what is important and what is not.
 - Recognizes personal knowledge limitations and when to seek advice or assistance.

The Personal Support Specialist Responsibilities

- **Interpersonal Skills** (sensitivity, communication skills and diversity):

-Sensitivity

The PSS...

- Is sensitive to consumers' moods.
- Is sensitive and takes steps to interpret non-verbal cues as to what consumers are thinking and feeling.
- Discovers and respects the preferences and unique aspects of each consumer's personality.
- Can view situations from others' perspectives and empathize with their feelings.

Employee Signature: _____ Date: