



A nonprofit serving people with disabilities

**POSITION DESCRIPTION  
SERVICE SPECIALIST**

**Qualifications**

A two year degree in Human Services or a related field, or two years experience, or a combination of education and experience to equal two years.

- Strong oral and written communication skills
- Strong organizational skills and attention to detail

Have a valid driver's license, clean driving record and reliable transportation to use for work driving purposes.

Able to pass both the State of Minnesota Department of Human Services background check, and a physical exam indicating ability to perform physical demands of the job.

**Job Purpose**

Advocates for and provides service to designated individuals with developmental disabilities or others with related conditions to assist them in achieving their desired outcomes. These outcomes include but are not limited to sharing places with non-disabled others, growing in relationships, making choices, being respected, and making contributions in the communities where they live and work.

**Essential Job Functions**

1. Identify and document individual's preferences, attributes, and support needs in relation to current and future environments.
2. Assist individual, guardian and team in determining services and supports from Lifeworks. This includes participating in planning meetings, service team meetings and other intra and inter agency meetings.
3. Implement written goals and outcomes, training strategies, and positive behavioral support plans using community resources, adaptive devices and behavioral supports.
4. Provide other daily assistance needed for individual to complete personal care routines (eating, bathroom and medication assistance), maintain and expand individual's job or activity participation, as well as maintain and expand his/her relationships and community involvement.
5. Document progress on individual goals and outcomes and support plan on a timely basis.
6. Provide necessary transportation to and from community sites in conjunction with other staff and team members. May be required to drive own car.
7. Initiate, develop, and maintain relationships and community contacts to increase employment and social opportunities for individuals.
8. Follow safety procedures and assist in identifying safety needs for self and others.
9. Contribute to the organization's mission by complying with policies and procedures, using resources wisely and performing other duties as assigned as necessary.

Selected and Supervised by: Program Supervisor or Program Manager

Employees Supervised: None

Fair Labor Standards Act Status: Non-Exempt

Origin: 10/93

Revised: 01/02/, 5/04, 7/08, 11/09, 11/11

Mare Rutz VP of HR  
Approved by and Title

11/11  
Date

**PHYSICAL DEMANDS AND WORKING CONDITIONS OF SERVICE SPECIALIST**

FREQUENCY	0-25%	26-50%	51-75%	76-100%
1. Memory				76-100%
2. Bending/stooping/ squatting		10-33%		
3. Kneeling	1-10%			
4. Twisting/turning		10-33%		
5. Reaching above shoulder level	1-10%			
6. Reaching forward (wheelchair, assisting clients)		26-50%		
7. Grasping (wheelchair handles, work materials)		26-50%		
8. Manipulating tools/materials (job site specific)	10-20%			
9. Keyboarding	5-20%			
10. Running	1-9%			
11. Sitting	1-25%			
12. Standing			20-75%	
13. Moving within a location			26-75%	
14. Moving between locations	10-25%			
15. Driving	10-25%			
16. Assisting clients to walk		26-59%		
17. Transferring adult clients into/out of wheelchair		1-50%		
18. Talking on phone/in person			20-75%	
<b>Other: Crisis Intervention Techniques</b>	1-15%			
<b>19. Lifting from below knee level (18" to 0")</b>				
a. up to 10 lbs.		26-50%		
b. 11 to 30 lbs.	10-25%			
c. 31 to 60 lbs. (work materials, transfer & positioning of client)	10-25%			
d. 61 to 90 lbs. (work materials, 2 person transfer of client)	1-10%			
e. over 90 lbs. (2 person transfer of client)	1-10%			
<b>20. Lifting to/from between knee and shoulder level (18" to 55")</b>				
a. up to 10 lbs.		1-50%		
b. 11 to 30 lbs.	10-25%			
c. 31 to 60 lbs. (work materials, transfer & positioning of client)	10-25%			
d. 61 to 90 lbs. (work materials, 2 person transfer of client)	10-25%			
e. over 90 lbs. (work materials, 2 person transfer of client)	10-25%			
<b>21. Lifting to/from above shoulder level (55" to 63")</b>				
a. up to 10 lbs. (job site specific)	5%			
b. 11 to 30 lbs.	1-5%			
c. 31 to 60 lbs.	1-5%			
d. over 60 lbs.	0			
22. Carrying up to 75 lbs short distances	1-10%			
23. Pushing up to 200lb. (clients in wheelchair, work materials)		1-50%		
24. Pulling up to 200lb. (client in wheelchair, work materials)		1-40%		
<b>25. Requires use of the following equipment and assistive devices: Hoyer lift /Medi-man Wheelchair lift van, computer, phone other job site specific equipment.</b>				
<b>26. Repetitive motions of:</b>	<b>Tasks</b>	<b>% of 8 hour day</b>		
Fingers / hands	Keyboarding, grasping wheelchairs	1-33%		
Feet	Driving	1-33%		
Arms	Job site specific			
Back	Transfer & positioning strapping clients in lift van	1-33%		
Neck	Transfer & positioning strapping clients in lift van	1-33%		
65-80% of day inside, 10-15% of day outside (possibly more for seasonal work) 10-20% of day in vehicle				
<b>27. Exposures (frequency varies with job sites)</b>	<b>Explanation</b>	<b>Frequency</b>		
Chemicals	Job site specific (Cleaning Compounds)	1-10%		
Temperature Changes	Moving outside to inside, also job site specific	1-20%		
Noises	Client Noises – site specific	1-20%		
Fumes / Smells	Bathroom smells, site specific	1-20%		
Vibrations	Lift van	1-10%		
Dust	Job site specific	1-10%		
Mechanical / electrical	Job site specific	0-10%		
Gases	Job site specific	0-10%		
Other: Aggressive clients	Client's disability – related behavior	Varies		

**ALSO REFERENCE SPECIFIC JOB SITES RIGHT TO KNOW**

Approved: Mauro Rutz Date 11/11  
VP of HR Date \_\_\_\_\_