

Position Title: Direct Support Professional

Program: Supported Living

Position Type: Full-time, contract

Reports To: Team Supervisor

Rate of Pay: \$26.32 - \$27.78

Work Hours: 70 hours bi-weekly

Work Schedule: Days, Afternoons, and
Weekends

Contract End Date: January 25, 2026

About Mainstream

The goal of Mainstream is, “That all people are able to develop their full potential as individuals with respect and dignity, enjoy integration into the community and have the opportunity to prepare for the future.”

This goal challenges a community to have each of its people experience equality, individuality, and social roles. The dignity and self-respect that people enjoy in their own communities are a result of a supportive environment that fosters personal growth, self reliance, and acceptance.

Recognizing that our daily experiences go hand in hand with our quality of life, our aim is to provide the necessary tools that will enable everyone to:

- exercise self-direction and ownership of choices
- develop social skills and realize their full potential
- deal with real life situations effectively
- enjoy friendships and other supportive relationships
- exercise their rights responsibly

Mainstream is about people supporting people. It upholds the ideals of mutual respect, the value of individuality and an open-mindedness toward the ever-changing needs of its people.

Job Summary

The direct support professional (DSP), under the direction of the team supervisor and manager, will primarily be responsible for facilitating independence and improving the quality of life for individuals with developmental, intellectual, and/or physical disabilities. On a day-to-day basis, our direct support professional staff provide person-centred support to inspire the people in our care to lead independent, productive and fulfilling lives.

Direct Support Professional Job Responsibilities

- Provide direct care and support to those with developmental differences
- Foster positive relationships with individuals supported and their families
- Remind and assist people supported with self-administration of medications (with proper training)
- Performs personal care tasks, including assistance with basic personal hygiene and grooming, feeding, and ambulation, medical monitoring, and health care related tasks
- Assists with toileting, including bedpans, urinals, and commode chairs as necessary
- Encourages self-help activities
- Facilitate open communication and foster positive relationships with people supported, their families, and community partners

- Ensure person-centered planning and goal planning meetings are completed, and assist with follow through
- Reports changes in client's condition or family situation to administrators and supervisors
- Documents services provided
- Performs home management functions such as light housekeeping, laundry, bed making, and cleaning
- Plans meals, shopping for groceries, preparing and serving food/meals, feeding and clean-up
- Accompanies clients to scheduled appointments and transports clients or running errands for clients
- Household management duties include but are not limited to:
 - Light housekeeping (dishes, sweeping, moping, vacuuming, change bedding, laundry etc.)
 - Landscaping (grass cutting, raking, snow shoveling, de-icing etc.)
 - Groceries and meal preparation
- Other duties as assigned

Role Expectations

- Respect and adhere to Mainstream's policies surrounding confidentiality
- The DSP exercises autonomy in the planning and implementation of the daily activities and appointments for the people we support. When challenges develop, it is the responsibility of the DSP to reach out to Team supervisor or Team Manager for additional support as needed
- Be familiar with Mainstream policies and procedures, always conduct yourself in a manner consistent with Mainstream philosophies
- Be an active part of the team whose primary goal is that of promoting Mainstream philosophies in ways that positively impact people supported, fellow staff members and the community
- By manner of communication, show respect and consideration for fellow co-workers, a positive attitude and strong work ethic towards responsibilities
- Use effective time management strategies in completing tasks and planning daily activities
- Contribute to team meetings, projects, and initiatives
- Recognize that relationships developed with people supported are always subject to professional codes of conduct
- Communicate and collaborate professionally with others within the team, the organization, families and community partners
- Comply with health and safety policies, procedures, and safe work practices

Supportive Living Supports and Activities

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|----------------------------------|---------------------------|
| • Daily living | • Recreation |
| • Medical appointments | • Employment/volunteerism |
| • Medication administration | • Self-advocacy |
| • Financial/Budgeting | • Coping skills |
| • Wellness (Physical and Mental) | • Transportation |
| • Connecting to the community | • Personal care |
| • Accessing resources | |

- Life skills
- Building relationships with peers, family and community members

Compliance Responsibility

- Ensure regulations under Quality Assurance Measures (QAM) are being met as part of day-to-day operations
- Complete all required documentation mandated by MCCSS, Public Health, Fire Department, and any other applicable services
- Be aware of and follow all Mainstream policies and procedures
- Report hazards, injuries, and illnesses promptly to Team Supervisor, Manager, and/or certified Joint Health and Safety representative
- Use all required personal protective equipment, and protective devices
- Complete all Mandatory Health and Safety Training in a timely manner
- Comply and cooperate with the early and safe return to work program

Person-Centred Approach

The DSP will strive to establish and maintain productive and trusting relationships with all Mainstream staff and People Supported. Ongoing communication and collaboration are encouraged throughout the organization and such efforts will be supported.

The current arrangement of work processes, whereby the DSP has considerable time alone with people supported, requires that the DSP have ongoing strategic and operational discussions regarding a person supported progress and individualized process planning. During such meetings, general organizational updates and operational issues will be discussed. Respecting confidentiality requirements, the Manager will be consulted regarding serious occurrences, suspicions/accusations of abuse, person supported status checks, evaluations or suggested amendments to program policy.

Impact of Errors

The DSP will recognize that an error in judgment or protocol could potentially jeopardize Mainstream's credibility or reputation in the community.

Errors made in the provision of person support may prevent a person supported from meeting personal goals and objectives. Errors made in the proper supervision of people supported may cause damage to property, fires, psychological/physical injuries and death.

In the event of a conflict or crisis, the DSP will take steps in accordance with Non-Violent Crisis Intervention, escalating issues to a supervisor on call, as appropriate. Failure to follow the prescribed procedure for conflict intervention could potentially result in personal injury, emotional distress or abuse, including litigious actions by people supported, families or other employees.

Working Conditions

- Intermittent sitting, walking, standing, bending, stooping, or carrying light objects
- Physical exertion climbing stairs or pushing a wheelchair
- Unaided lifting of objects up to 30 lbs., i.e. carrying groceries, use of lifts / slings, etc.
- Repetitive movements such as pulling, pushing, lifting or twisting
- May occasionally encounter unclean homes and bodies, bodily fluids, pets, dirt and insects
- A wide spectrum of human behaviours (yelling, swearing, physical interaction) will be experienced, witnessed and discussed. The DSP is expected to be non-judgmental, maintaining professionalism and decorum under any such circumstances

Qualifications

- College Diploma (Social Service Worker Diploma, Developmental Services Worker Diploma, Educational Assistant Diploma, Community and Developmental Service Worker Diploma) or university degree (Bachelor of Applied Science in Community Social Services or related degree)
- Minimum one year working with individuals with developmental disabilities or minimum one year working in a related field
- Must have a valid G Driver's License and a reliable vehicle Must have access to your own reliable vehicle while working with the expectation to transport people
- Must have auto insurance with \$1,000,000 liability coverage and permission to carry non-paying passengers
- Must have a police clearance (with vulnerable sector screening)
- Must have a valid First Aid/ CPR Certification
- Be able to lift up to 30 lbs. Unassisted
- Be available to work one weekend per pay period if required
- Training in Person Centred Thinking is an asset
- Training in Non-Violent Crisis Intervention is an asset
- Bi-lingual in both French and English is an asset

How to Apply When applying for this position, please forward your resume to the attention of:
hr@mainstreamservices.com by October 14, 2025, by 4:00 pm.

Additional Information

Accommodation will be provided in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Mainstream is committed to supporting a culture of diversity and inclusiveness across the organization. We believe in equal opportunity, and it is our priority to ensure a barrier-free recruitment and selection process. If you are contacted for an interview, please notify Human Resources of any accommodation needs you may have during the selection process. Information received regarding the accommodation needs of applicants will be addressed confidentially. We thank all respondents for their applications but only those selected for an interview will be contacted.