

The Changing Roles and Expectations of Direct Support Staff

What Families Need to Know

This [13-minute video](#) was created for families who are concerned about the quality of staff who work with their family member.

Hosted by a family member, the video shows the differences between

HOW a direct support professional would provide support as compared to a direct care worker and

WHY the newer approach benefits the individual with developmental disabilities.

Viewers will learn:

What's the difference between a direct support professional and a direct care worker?

Instead of providing direct care, direct support professionals are learning to provide direct support, which means teaching people how to do things for themselves to the extent they are able, instead of doing tasks for them.

What should families expect a direct support professional to be?

- Ally
- Advocate
- Mentor
- Facilitator
- Listener
- Professional

Direct support professionals are much more than caretakers, cooks and cleaners. They work with the people they support to create

- Opportunities for growth
- Meaningful relationships
- Social change

Standards for New York's Direct Support Professionals are established by the NYS DSP Core Competencies and the National Alliance for Direct Support Professionals Code of Ethics.

The [Core Competencies](#) include values-based skill sets in seven goal areas:

- Putting People First
- Building and Maintaining Positive Relationships
- Demonstrating Professionalism
- Supporting Good Health
- Supporting Safety
- Having a Home
- Being Active and Productive in Society

The [NADSP Code of Ethics](#) covers nine broad areas and outlines standards of conduct and professionalism for all direct support professionals. More information is available on the Core Competencies at http://www.opwdd.ny.gov/opwdd_careers_training/training_opportunities/core_competencies and the Code of Ethics at: <http://www.opwdd.ny.gov/code-of-ethics/home>

For questions or feedback on the video, email any of the contacts at:

<http://www.workforcetransformation.org/Contact-us.html>.