



Job Opportunity

Open to the Public Until: Friday, April 17, 2026, at 3:00 p.m.

Posting Date:	Monday, April 13, 2026	Application Deadline:	Friday, April 17, 2026, at 3:00 p.m.
Position:	Direct Service Provider - DSP – Operator-TA (At Will)	Department:	Club: 350/351, Club 621
Grade:	2	Schedule:	Days
Wages:	\$18.00 - \$25.04 / hr.		Monday - Friday
Status:	Regular w/ benefits	Program service area:	Porterville

Job Summary: A DSP I-Operator/Transportation Assistant plays a crucial role in providing assistance and support to individuals with intellectual and/or developmental disabilities. This position is dedicated to enhancing the quality of life for supported individuals by promoting independence, dignity, and respect. They provide continuous supervision, personalized hands-on training, and direct support to individuals. The DSP/Operator will safely transport individuals on route to and from PSW facilities and in the community. The DSP/Transportation Assistant will provide support and assistance to the Operator and the supported individuals for the duration of the routes. (*see job description for full details*)

Reports to: Directly supervised by Program Coordinator or designee, including the Program Supervisor.

Education Required: High school diploma or equivalent from an accredited national or regional agency.

Experience Preferred:

Experience in related fields of habilitation, social services, or education. Working and supporting individuals with intellectual and/or developmental disabilities. Supporting individuals with mobility needs, adaptive equipment, or transfers. person-centered planning or implementing individual service plans (ISPs). Any experience in day program activities, community outings, or skill-building group.

Requirements, Special Skills & Knowledge:

- Applicants must be 18 or older. Applicants must be 21 or older if the position requires driving due to insurance requirements.
- CPR/First Aid certification-obtain/maintain certification within 90 days of employment.
- Leadership & Communication – demonstrates sound judgment, initiative, organizational ability, and effective skills in directing the work of others
- Driving Requirements – Must be 21 years of age and possess a valid Class “C” driver’s license Obtain a commercial license with passenger endorsements permit in 60 days. Maintain a DMV record acceptable to PSW insurance requirements. Personal vehicle usage requires current vehicle insurance in compliance with California law.
- Background Clearance - Must successfully pass fingerprint/live scan/background clearance for the Department of Social Services (DSS).

Send completed/ *signed* internal applications with any/all related documentation to the HR department.

If required documentation is not attached, applicant will not be considered for the position.

All PSW internal applicants must have an “usually meets” rating on current and/or immediately preceding year’s annual evaluation & have no disciplinary actions within the last 6 months to be eligible to apply.

Public may *apply in person* M-F (8 am-12 pm & 1-3 pm) or send resume to careers@pswcares.org
For further information, contact Human Resources: (559) 784-1399 Olivia “Bo” – ext. 1007, Cheryl – ext. 1015



Job Title: Direct Service Provider I (DSPI)/ Operator / Transportation Assistant

Position Status: Full-Time

FSLA Classification: Non-Exempt

Salary Grade, Salary Range: (2), \$37,440.00 – \$52,000.00 annually

Reports to: Program Coordinator / Program Supervisor /Designee

Job Summary:

A DSPI/Operator/Transportation Assistant plays a crucial role in providing assistance and support to individuals with intellectual and/or developmental disabilities. This position is dedicated to enhancing the quality of life for supported individuals by promoting independence, dignity, and respect. They provide continuous supervision, personalized hands-on training, and direct support to individuals. The DSP/ Operator will safely transport individuals on route to and from PSW facilities and in the community. The DSP/Transportation Assistant will provide support and assistance to the Operator and the supported individuals for the duration of the routes.

Job Duties:

- Regularly provide information & assistance to the DSP II and Program Coordinator/Supervisor on a daily basis as requested.
- Provides direct supervision, training, and instruction to supported individuals, both one-on-one and in group settings.
- Monitor supported individuals during all on-site and community-based activities, including individuals' breaks, lunch, and bus loading/unloading.
- Implement reinforcement schedules, redirection strategies, and other behavior-modification techniques as specified in the Individual Service Plan (ISP).
- Apply crisis-intervention methods to safely and effectively respond to incidents involving self-harm or aggression towards others.
- Assist with the orientation, observation, and verbal/written assessment of supported individuals. Assist with newly enrolled individuals, familiarize them to the surroundings, observe their capabilities/likes/dislikes/hopes/dreams and report findings to the program coordinator to utilize during the thirty-day Individualized Service Plan.
- Contribute ideas to the program coordinator for the development of new goals that would enhance independence, increase cognitive awareness, and promote overall health.
- Ensure goals are encouraged/completed daily and documented in the tracking section of Case Magic. Notes will be entered into Case Magic accurately and in a timely manner.
- Support the planning and preparation of daily activities and services tailored to supported individuals.
- Maintain assigned physical areas, materials, equipment, or vehicles, ensuring proper care and return to designated storage locations.
- Assist with the upkeep and appearance of facility buildings, vehicles and facility grounds as needed.

- Perform additional duties as assigned.

Operator Duties

- Safely transport supported individuals to PSW programs, facilities, and work sites.
- Safely assist supported individuals boarding and exiting the bus; operate wheelchair lift safely or provide manual assistance, as needed, to load and unload individuals who use wheelchairs. Utilize Q'Straint securement training as needed.
- Exercise sound judgment when interacting with supported individuals on board. Ensure the safety and order of passengers at all times.
- Accurately complete all required paperwork in a neat and timely manner, including vehicle reports, daily maintenance checklists, attendance logs, incident and accident reports, vehicle accident forms, and leave requests.
- Communicate effectively with parents and Residential Service Providers regarding individuals' absences, vacations requests, and any incidents or accidents that occur during transportation.
- Participate in training sessions as required.
- Complete vehicle inspection form both pre and post trip. This is where any vehicle malfunctions, repair needs, or maintenance issues are discovered. All issues have to be recorded on this report and reported to the Transportation Shop Foreman or mechanic.
- Use two-way radio as necessary in case of schedule or route changes.
- Practice defensive driving and always adhere to safe driving practices and laws while operating a PSW vehicle.
- Maintain a reliable means of contact (such as a mobile phone or other approved device) to receive and respond to notifications regarding route schedules, vehicle assignments, or other operational changes. Operators are expected to respond to communications in a timely manner to ensure continuity and passenger safety.
- Perform additional duties as assigned.

Assistant Duties:

- Assist the Operator in creating a calm, safe environment aboard the bus during transport to and from PSW.
- Safely assist supported individuals boarding and exiting the bus; operate wheelchair lift safely or provide manual assistance, as needed, to load and unload individuals who use wheelchairs. Utilize Q'Straint securement training as needed.
- Exercise sound judgment when interacting with supported individuals on board. Ensure the safety and order of passengers at all times.
- Have the knowledge of how to accurately work the tablet and the digital systems it uses for keeping attendance and vehicle inspections.
- Communicate effectively with parents and Residential Service Providers regarding individuals' rider schedules, changes and/or incidents.
- Participate in training sessions as required and stay current with safety protocols.
- Respond to radio/tablet messages as needed.
- Perform additional duties as assigned.

Interpersonal Skills & Relationship Management:

- Builds and maintains positive, professional relationships with staff, individuals, and external partners.
- Demonstrates strong communication skills, both verbal and written, to ensure clarity and understanding.
- Actively listens and responds with empathy, professionalism, and respect.
- Navigates difficult conversations with tact, discretion, and emotional intelligence.
- Fosters a collaborative team environment that promotes trust, inclusion, and mutual respect.
- Maintains confidentiality and exercises sound judgment in sensitive situations.
- Builds partnerships with stakeholders to support organizational goals and service delivery.
- Promotes a culture of accountability, professionalism, and respectful interactions.

Employment Requirements:

- Eligible to work in the USA for employer with acceptable documentation that establishes both identity and employment authorization.
- Successfully complete pre-employment screenings, including drug and alcohol tests, physical examination, tuberculosis test (T.B.), and live scan background screen.
- Must be a minimum of 18 years. If position requires driving, must be 21 years of age.
- Provide valid California driver's license, and maintain DMV record acceptable to PSW insurance requirements. Personal vehicle usage requires current vehicle insurance in compliance with California law. May be required to obtain commercial license with passenger endorsement.
- Capable of individually lifting up to 50 pounds from floor level to waist height, observing appropriate safety practices when lifting, stooping or bending and in the performance of all other job functions. Knowledge of proper two person lifting techniques and safety techniques when assisting individuals with mobility and/or physical limitations. or behaviors.
- Demonstrate professionalism and work collaboratively with colleagues, individuals served, agencies, and customers, while upholding their rights to privacy, dignity, and confidentiality.
- Demonstrate sound judgment, initiative and punctuality in the performance of all job duties. Be at work when scheduled, unless excused. Work schedules could include Saturdays, Sundays, holidays or irregular shifts as required to complete job specifications.
- Communicate clearly and concisely, in English, both verbally and in written form. Provide instruction and training to staff and individuals using verbal communication, hands on demonstration and modeling.
- Ensure that individuals served are provided constant and direct care and services during program day.
- Knowledge of rehabilitation services and usage of ingenuity and creativity to provide programming which meets unique needs of individuals served, satisfies programming schedules and meets or exceeds regulatory requirements.
- Respond effectively and have strength and agility to assist with supported individuals who have mobility and/or physical limitations and behaviors.
- Ensuring safety, enforcing discipline and behavior policies and adhering to medication policies. Observe all PSW policies and procedures.
- Manage multiple tasks/responsibilities at one time.
- Work in various year-round climates to include inclement weather, if applicable.
- Demonstrate sound judgement and initiative to carry out all assignments efficiently.

Required Experience:

- Experience working with individuals with intellectual/developmental disabilities.
- Excellent verbal and written communication skills with attention to detail and documentation.

Preferred Experience:

- CPR/First training or ability to obtain and maintain certification.

Required Education:

- High school diploma from an accredited national or regional agency.

At-Will Employment Statement:

Employment with PSW is "at-will." This means that either the employee or the company may terminate the employment relationship at any time, with or without cause or notice, subject to applicable law. Nothing in this job description or any company policy shall be construed to alter the at-will nature of the employment unless explicitly stated in a written agreement signed by both the employee and an authorized company representative.

Duties Test: *(To ensure this position is classified as non-exempt, the following criteria must be met):*

Non-Exempt Status: This position must spend more than 50% of their time performing non-exempt job duties, such as supervising individuals with IDD

Hourly Wage: This position must be paid at least the California state minimum wage for regular hours and at least time and a half for overtime hours, i.e., more than 8 hours in a day or 40 hours in a workweek.

EQUAL OPPORTUNITY EMPLOYER – PSW's policy is to fill every position without regard to considerations made unlawful by federal, state, or local laws, such as race, color, religion, religious dress/grooming practices, creed, gender identity or expression, marital status, age, national origin/citizenship, ancestry, genetic information, pregnancy, disability, sex, sexual orientation, medical condition, reproductive health decision making, veteran status or any other characteristic made unlawful by federal, state, or local laws. PSW selects employees on the basis of ability, experience, training, and character.