

# JOB DESCRIPTION

## BLENDED: AGING & DISABILITY RESOURCES / FAMILY CAREGIVER SUPPORT SPECIALIST

**REPORTS TO:** Director of Aging & Disability Resources/Family Caregiver Support  
**FLSA STATUS:** 29 hours/week, Non-Exempt. Hours may increase in 2018.  
**SALARY RANGE:** \$19.62 - \$24.50 / hour  
**OTHER:** This position will be located at our Camano Island office at The Camano Center. Application deadline is May 22<sup>nd</sup>. Applicants encouraged to apply asap.  
**BENEFITS:** Health benefits not available to hourly employees less than 30 hours/week.

**POSITION SUMMARY:** This is a blended position providing community-based services to help people live in their own homes and communities for as long as possible, postponing or eliminating the need for institutional care. The **Family Caregiver Support Specialist** provides outreach, assistance and ongoing support to family caregivers of older adults and other people with disabilities. Provides ongoing assessment, education, and consultation services to family caregivers as their needs change. Authorizes Respite Care and other services. Provides clients and the local community information about available resources and encourages and facilitates their participation. The **Aging & Disability Resources (ADR) Specialist** provides information on the services, products, and/or resources available to clients and their families through social service agencies, medical providers, and community partners in the aging network. ADR Resource Specialists screen clients for services, make referrals to the appropriate resource(s) and provide general assistance to clients and families to access needed resources.

### ESSENTIAL JOB FUNCTIONS:

#### **Family Caregiver Support Specialist**

1. Develops and implements effective outreach strategies to locate caregivers. Provides them with pertinent information about aging, disability, and caregiving resources available through social service agencies and the aging network.
2. Completes detailed computerized assessment of caregiver needs through telephone calls and home visits. Works with the caregiver using service planning, arrangement of advocacy, supportive counseling, training, and follow up to identify services and supports that address individual family circumstances and preferences regarding long term care. Monitors progress of service delivery as needed.
3. Conducts an annual assessment that evaluates client's cognitive, behavioral, and functional abilities by utilizing the Washington State Tailored Caregiver Assessment and Referral (T-CARE) tool. Determines need and level of care for respite services and authorizes resources for support.
4. Provides appropriate and accurate information on the services, products, and/or resources available to clients and their families through social service agencies, medical providers, and community partners in the aging network.
5. Assists caregiver to gain access to community, caregiving, and long-term care services, including Medicaid and services delivered by DSHS Home and Community Services.
6. Determines eligibility for and authorizes such Family Caregiver Support Program (FCSP) services as Respite Care, Caregiver Training and Caregiver Consultants, Caregiver Consultants provide supplemental services such as counseling, personal care and various therapeutic trainings such as nutrition, home safety, client transfer, physical therapy, occupational therapy, financial planning, and others as identified.
7. Assesses status of caregiver and family coping. Educates family caregivers about the challenges of caregiving, disease processes, and how to maintain health and wellbeing over time. Recommends counseling, support groups, and other supportive services as needed. Coordinates services for caregivers who are unable to do so for themselves.

8. Develops contacts and collaborative working relationships with providers and other groups that work with caregivers and persons with functional disabilities. Makes Adult Protective Services (APS) referrals as necessary.
9. Provides effective public relations, advocacy, and information to other agencies, businesses, churches, and community members to ensure that the Family Caregiver Support Program is respected and known to be an important source of resources for the community.
10. Provides outreach and information to difficult-to-serve populations including individuals with limited-English proficiency, rural/isolated populations, and populations of minority older adults.
11. Works in partnership with I&A staff to meet the needs of caregivers and their families. Collaborates with I&A staff and service agencies to assure that they are knowledgeable and can make appropriate referrals for Family Caregiver Support Program services.
12. Tracks authorized spending against actual spending and stays within allocated budget guidelines.
13. Develops and maintains client files which document activities performed for the client and contain all other records required for the FCSP program.
14. Manages caregiver library by maintaining and updating inventory, processing materials and monitoring checkouts and returns.
15. Develops resources for caregivers and identifies and defines services needed by caregivers in the community.
16. Attends the appropriate staff meetings and other regional meetings as requested.
17. Compiles reports as necessary to meet statistical and reporting requirements for funding of specific programs.
18. Maintains strict confidentiality regarding client information and client interactions in accordance with all federal, state, funding sources, and agency policies and practices.

### **Aging & Disability Resource Specialist**

1. Provides appropriate and accurate information on the services, products, and/or resources available to clients and their families through social service agencies, medical providers, and community partners in the aging network.
2. Screens clients for services by telephone intake interview, office visits, and home visits when necessary. Assesses client needs. Refers clients to appropriate services and evaluates success of referral. Provides timely follow up with clients as necessary to assure that presenting problems are minimized or solved and needs are met.
3. Provides general assistance to clients in obtaining services or benefits. Insures that clients receive appropriate support functions, including consultation, follow-up, and advocacy.
4. Provides crisis/mental health referrals for clients who appear to have serious mental health problems which may need immediate attention.
5. Develops and maintains client files which document activities performed for the client and all other documentation required for the programs.
6. Gathers and/or develops and maintains resource files and/or database(s) of programs and services for the purpose of making that information available to individuals and communities through a variety of communication channels (handouts, web sites, etc.). Manages resource files and database(s) using Alliance for Information and Referral Systems (AIRS) taxonomy. Provides information to designated agency webmaster to update I&A web pages.
7. Develops and maintains a liaison with agencies, providers, and community partners in the aging and disability network. Makes Adult Protective Services (APS) referrals as necessary.
8. Compiles reports as necessary to meet statistical and reporting requirements for funding of specific programs.
9. Participates in staff meetings, other meetings, public education events, and provider training sessions. Facilitates Gatekeeper Training for agencies and businesses as requested.
10. Provides outreach and information to difficult-to-serve populations including individuals with limited-English proficiency, rural/isolated populations, and populations of minority older adults.
11. Provides presentations and trainings to the community and other agencies regarding resources for seniors and people with disabilities.

12. Maintains strict confidentiality regarding client information and client interactions in accordance with all federal, state, funding source, and agency policies and practices.

## **QUALIFICATIONS:**

### **Minimum Education/Experience:**

1. A Master's degree in behavioral or health sciences and one year of paid on the job social service experience; or
2. A Bachelor's degree in behavioral or health sciences and two years of paid on-the-job social service experience; or
3. A Bachelor's degree and four years of paid on-the-job social service experience.

### **Knowledge, Skills and Abilities:**

- Demonstrated skills in interpersonal communication, interviewing, client assessment, problem-solving, organization, time management, and documentation of activities.
- Ability to manage several tasks at one time with repeated interruptions, in a shared office space, and meet regular deadlines.
- Extensive knowledge of the formal and informal support networks available to the residents of the appropriate service area.
- Demonstrated ability to triage client needs, assess client's strengths and weaknesses, and match clients with services in the region.
- Knowledge of the long term care process, issues related to aging and disability, service delivery systems, and family caregiver issues.
- Knowledge of Alzheimer's and dementing disease processes preferred.
- Demonstrated ability to work with computers and various computer software programs including Microsoft Office, Access database, internet, and email. Ability to operate standard office equipment.
- Demonstrated ability to work independently, including drafting routine correspondence and problem-solving.
- Demonstrated ability to take in, manage, and complete appropriate forms and reports.
- Demonstrated ability to learn and master new responsibilities.
- Ability to track authorization costs and stay within a budget.
- Ability to communicate effectively in both oral and written format. Ability to develop and present clear information to groups of people.
- Ability to locate resources using resource database and files to match the needs identified by clients with the eligibility requirements of the program. Ability to interpret the eligibility requirements of Medicare, Medicaid and other public programs.
- Ability to establish and maintain effective working relationships with co-workers, other members of government service, community agencies, appropriate community businesses, and members of the general public using courtesy, tact, and good judgment.
- Sensitivity to the needs and values that are present in working with diverse groups of people.
- Demonstrated ability to be empathetic and engage with seniors from all socioeconomic levels.
- Demonstrated ability to effectively interact and communicate consistently throughout the day with people in difficult situations, including calming people, discussing unpleasant options, and dealing with emotional people.
- Demonstrated ability to make understandable complicated and/or confusing State or Federal programs to others with respect and patience
- Demonstrated ability to maintain confidentiality of information, including client information and financial records.

### **Special Requirements**

- Valid Washington State Driver License, a vehicle available for work-related travel, and appropriate liability insurance.

- Will be expected to acquire T-CARE Assessor Certification within the first 6 months of employment
- Will be expected to become AIRS (Alliance of Information and Referral Systems) Certified during the second year of employment.
- Must pass a formal criminal background check as required by RCW 43.43.830.

**WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

Work is performed in an office environment and during visits to client homes. The office environment might include a shared workspace and might be fast-paced with frequent interruptions. Potential hazards might include working with emotionally unstable, non-compliant or aggressive clients and complex family dynamics, significant local travel, driving in inclement weather, second-hand tobacco smoke, aggressive animals, and exposure to contagious diseases.

Sufficient mobility is required for the use of office equipment, such as computers or laptops, telephones, files and copiers, as well as for performing in-home assessments of clients, which might have limited accessibility. Potential exposure to repetitive stresses due to a prolonged use of computers/laptops. Sitting for extended periods of time as well as lifting a maximum of 30 pounds (file storage boxes, supplies, etc.) might be required. The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.

**QUALIFICATIONS CHECKLIST**

<b>REQUIRED Qualifications</b>	<b>Yes</b>	<b>No</b>
1. I have a Bachelor's Degree in social services or related field; <b>AND</b> Four years of <b>social service</b> experience.		
2. I have experience interviewing clients, completing client assessments, and documenting activities.		
3. I have experience triaging client needs, assessing client's strengths and weaknesses, and matching clients with services in the region.		
4. I am knowledgeable of the long term care process, issues related to aging and disability, service delivery systems and family caregiver issues.		
5. I have a valid WA State driver license, a vehicle available for work-related travel, and appropriate liability insurance.		
6. I understand and am able to acquire TCARE Assessor Certification within the first 6 months of employment.		
7. I understand and am able to obtain AIRS Assessor Certification during the second year of employment (after one full year of FCSP/I&A experience.)		
8. I am familiar specifically with Alzheimer and other dementing disease processes.		