

## JOB DESCRIPTION

POSITION: Care Team® Coordinator

Date Created: 6/11/2021

**BRIEF DESCRIPTION OF RESPONSIBILITIES:** The Care Team Coordinator supervises and maintains the functioning of assigned Care Team programs (Alzheimer's Care Team, Second Family Care Team, Common Ground and Caregiver Conferences). Responsibilities include providing support services and on-going training and education for volunteers, assistance with the recruitment of volunteers and families to be served, maintenance and processing of required agency documentation, resource identification and development. Tasks also require interfacing with community agencies and religious organizations. Other duties and tasks as assigned. Reliable transportation is required. This position reports to the Vice President.

### JOB DUTIES:

1. Client/Care Partner Services:
  - a. Performs initial intake interviews to learn of needs as viewed by client or caregiver, assigns clients to teams and maintains relevant wait lists.
  - b. Complete initial profile/home visit with new clients to assess needs, explain services, obtain registration information, consent to participate, etc.
  - c. Provide telephone and referral support as needed.
  - d. Maintain contact with assigned clients to ensure quality of care, problem resolution, and assist with delivery of annual client outcome survey.
  - e. Interface with the community and service agencies to identify and recruit clients in need of services. This may include presentation of agency services and participation with community groups.
2. Care Team/Volunteer Services:
  - a. Provide supervision for assigned Care Team programs. Attend scheduled team meetings and facilitate team building and problem-solving.
  - b. Provide on-going training and education to assigned volunteers. Registration of new volunteers with background check consent submitted to Vice President.
  - c. Assist team to recruit new members either in person or with announcements, agency collateral, etc.
  - d. Process agency records within scheduled timelines and learning internal CiviCRM database.
  - e. Interface with community organizations/agencies for maintenance and development of resources. Provide teams and clients with information regarding available resources when appropriate.
  - f. Attend scheduled Coordinator, Staff, Gathering Table and Conference meetings and events.
  - g. Maintain regular contact with team leaders and clergy/site liaison of assigned teams.
3. Community Services:
  - a. Market CarePartners to the faith and secular communities emphasizing the role of the Care Team program and its services as a resource to seniors and family caregivers.
  - b. Provide telephone support, education and referral on an as-needed basis.
  - c. Promote education regarding caregiving and aging through in-services and speaking engagements and caregiver workshops and conferences. Assist in the development and planning of Caregiver Conferences.
  - d. Attendance at agency Special Events.
  - e. Other duties and special projects as assigned.
4. Resource Development:
  - a. Identify potential Care Team congregations or partnerships through networking.
  - b. Complete initial contact with prospective partner congregations to encourage the creation of a Care Team program.
  - c. Maintain and continue development of a network with religious and secular communities through outreach and education.
  - d. Participate in staff continuing education to develop/improve work skills.

### OTHER SKILLS REQUIRED:

1. The ability to communicate effectively with various groups/individuals, (clients, volunteers, clergy, health care providers, colleagues, and the general public).
2. Computer skills using Microsoft Office (Word, Excel, Outlook, PowerPoint) is required as well as proficiency in

utilizing online communication tools like Zoom and Teams.

3. Exhibit sensitivity and non-judgmental attitude regarding social, cultural and economic status.
4. Good time management skills.
5. The ability to exhibit flexibility in work hours as some meetings and events occur in evenings and weekends.
6. The ability to facilitate and problem-solve in a group setting.
7. Bilingual Spanish preferred.

#### EDUCATIONAL REQUIREMENTS:

- Bachelor's Degree (preferred)
- 3-5 years of related work experiences
- Experience in dementia care or geriatrics (professional or personal) preferred.