

JOB DESCRIPTION

POSITION: Caregiver Support and Education Specialist

Date Created: 9/7/2021

BRIEF DESCRIPTION OF RESPONSIBILITIES: The Caregiver Support and Education Specialist supports the agency's caregivers through one-on-one support and the development and implementation of education programs. Responsibilities include providing support services and on-going education for caregivers, assistance with the recruitment of 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. Provides telephone and/or office consultation with clients/caregivers according to their specific care concerns
 - b. Provides up-to-date referral information about resources available to address identified issues and needs to clients/caregivers both over the phone and in written report form
 - c. Assists with initial intake interviews for Gathering Place and Second Family programs to learn of needs as viewed by client or caregiver, assigns clients to teams and maintains relevant wait lists.
 - d. Develops and maintains community relationships with area service providers including routine communication and follow-up
 - e. Maintain contact with assigned clients to ensure quality of care, problem resolution, and assist with delivery of annual client outcome survey.

2. Education Services:
 - a. Provide supervision for assigned Educational Events and planning committees. Attend scheduled meetings and facilitate development of speakers, exhibitors and sponsors.
 - b. Provide support to conference volunteers day of scheduled events.
 - c. Prepare brochures, agendas and topic selection for workshops, half day and full day events. Ensure agency table has collateral and staff presence during events.
 - d. Prepare and analyze attendee surveys. Process agency records within scheduled timelines and learn internal CiviCRM database.
 - e. Interface with community organizations/agencies to maintain and develop resources/collaborations. Provide staff, teams and clients with information regarding available resources when appropriate.
 - f. Attend scheduled Staff meetings, Conferences, continuing education meetings and other events.
 - g. Work closely with Digital Specialist to update website with event information, RSVP forms, social media PR, etc.

3. Resource Development:
 - a. Identify potential congregations or community partnerships through networking.
 - b. Complete initial contact with prospective partners to encourage the development of Education events.
 - c. Maintain and continue development of a network with partners through outreach and education.

OTHER SKILLS REQUIRED:

- The ability to communicate effectively with various groups/individuals, (clients, volunteers, clergy, health care providers, colleagues, and the general public).
- Computer skills using Microsoft Office (Word, Excel, Outlook, PowerPoint) is required as well as proficiency in utilizing online communication tools like Zoom and Teams.
- Exhibit sensitivity and non-judgmental attitude regarding social, cultural and economic status.
- Good time management skills.
- The ability to exhibit flexibility in work hours as some meetings and events occur in evenings and weekends.
- The ability to facilitate and problem-solve in a group setting.

- 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.