**Status: Non-Exempt**

# Family Caregiver Support Specialist

## Definition

Using professional social work practices, the Caregiver Support Specialist will participate in the planning, implementation and coordination of a variety of programs in Missoula and Ravalli counties. The Caregiver Support Specialist will perform functions in the office as well as in the client’s home.

## Essential Duties

*(The following are intended to illustrate typical duties; they are not meant to be all inclusive or restrictive.)*

1. Supports agency’s mission and philosophy and fully participates in agency’s goals and objectives, including, but not limited to, being available to work occasional evening and/or weekend events.
2. Conducts comprehensive, screening, assessment using TCARE® Personal Caregiver Survey. Provide support and facilitate in-home training, custom tailored to the needs of the individual caregiver and care recipient.
3. Provides education on available resources to caregivers and family members and develops and implements a client centered plan based on their needs and goals. Arranges and coordinates identified services and supports to ensure goals and objectives are accomplished within the prescribed time frame and parameters.
4. Provides Telehealth visits on an as needed basis and in combination within home or face to face visits with clients, caregivers and/or family members.
5. Utilizing the TCARE Program, connects caregivers, and family members to the appropriate information, assistance, and services identified in the care plan. Makes referrals to Missoula Aging Services programs such as In-home Services and Meals on Wheels; may also provide direct assistance and advocate for caregivers. Provide follow-up activities to assure caregivers are receiving appropriate supports.
6. Activities will include implementation and ongoing refinement of the Family Caregiver Support Program (FCSP), ongoing Plan-Do-Study-Act (PDSA) implementation and restructuring of policy and procedures for FCSP program. Confers regularly with the other Missoula Aging Services staff to further develop and implement policy and procedures and to continuously improve program operations. Ensures compliance with program guidelines, standards and rules. Adheres to local, state and federal law and regulation.
7. Conducts data collection and analysis which includes reporting and program evaluation to ensure quality assurance processes are met. Data collection will be designed to meet benchmarks, calculate diversion data, meet program requirements, identify trends and make necessary adjustments to ensure the program’s success.
8. Assists in assessing caregiver educational and orientation needs. Provides training, education and outreach to caregivers.
9. Conducts routine marketing and program promotion to hospitals, physicians, home care agencies and other social service organizations, with an emphasis on developing business relationships for client referrals.
10. Performs program promotions as needed. Participates in public relations and other outreach activities, which may include the following: Presenting information to individuals, groups and organizations. Establishing and maintaining productive working relationships with individuals, organizations and groups whose activities may benefit the program and its objectives. Attends or conducts meetings which support achievement of each program’s goals and objectives.
11. Models positive leadership: Fosters positive teamwork and collaboration. Cultivates open communication. Acts as a catalyst for change and continuous improvement. Encourages and empowers others to achieve.
12. Performs related duties as assigned.

**Supervision Received**

Works under the general direction of the Care Management Supervisor.

**Supervision Exercised**

May act as a team leader for special projects, which may include paid and volunteer workers.

## Working Relationships

The work entails interacting with varied Missoula Aging Services staff, older adult clients, veterans and their support systems, varied professionals in the community and state, varied human service workers and the general public.

**Physical/Mental Demands & Working Conditions**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; sit and climb or balance. The employee must frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

The work is performed primarily in an office setting, hospital settings and in the homes of clients. The work requires frequent travel within Missoula and Ravalli Counties. Occasional in-state travel is required. Use of a personal vehicle required. Must possess a valid driver’s license and maintain vehicle insurance as required by MT law.

## Qualifications

*Knowledge:*Considerable knowledge of modern social work principles and practices. Considerable knowledge of issues facing family caregivers. Considerable knowledge of care management methods, procedures and practices; Knowledge of the problems and needs of long-term care consumers; Considerable knowledge of common issues facing family caregivers. Working knowledge of Medicare, Medicaid, and other health plans; HIPAA rules, regulations and procedures. Working knowledge in motivational interviewing techniques and strength based client directed social services practices. Considerable knowledge of resources and services available in the community. General knowledge of the social dynamics of the aging process.

*Skill:* Considerable skill in conducting social work assessments and developing care plans. Considerable skill in organizing people and things. Considerable skill in interpersonal relations, including written and oral communication. Proven analytical thinking and conflict management skills. Proficient in the operation of a personal computer and common computer applications such as Microsoft Office Suite and state government databases. Demonstrated skill in the use of virtual meeting and event platforms such as Zoom, Zoom for Healthcare, Go To Meeting, Microsoft Teams and Eventbrite. Considerable skill in establishing and maintaining effective working relationships with diverse individuals, groups and organizations. Average skill in scheduling, assigning and monitoring work.

*Ability:*Ability to promote client’s self-determination; Ability to provide input to the plan of care with respect to social and other non-medical covered services; Ability to monitor service delivery including cost of services provided; Ability to evaluate service effectiveness and re-assess continuing client need; Ability to provide guidance to assist clients in utilizing community services effectively and appropriately; Ability to work within a team concept using a prescribed approach. Ability to successfully interact with a wide range of individuals and organizations of diverse backgrounds and viewpoints. Ability to identify and participate in the development or improvement of community resources as related to finding alternatives for long-term care and promoting community accessibility for clients; Ability to work with minimal supervision.

*Education and Experience:*The preferred knowledge, skills and abilities described above are typically acquired through the completion of an advanced degree in social work or other relevant behavioral science (e.g. human services, psychology, nursing, etc.) and two years (2) of related work experience *OR*a suitable combination of education and experience. Volunteer work may be considered in evaluating work experience.

**Competency**

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality:* Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

*Quantity:* Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works efficiently.

*Safety and Security:* Observes safety and security procedures; Determines appropriate action beyond guidelines. Reports potentially unsafe conditions; Uses equipment and materials properly.

**Personal Attributes**

It is essential for this position to be open-minded and flexible with regard to work to be performed. This position will require a great amount of self-motivation, self-direction and discipline. Must be able to work and perform under moderate to high pressure. A high level of organizational skill is necessary in receiving and prioritizing clients. Must be willing to assist other co-workers as needed without being directed to do so. Teamwork and flexibility are essential to this position and to the company.

It is essential that the person in this position understand the policies and procedures as set out by management, and work as a team member for the good of the company. This position will be cross-trained in other areas of the support staff duties.

**I understand that this job description is presented as a matter of information only and nothing contained in this job description shall be construed as an agreement or contract of employment between Missoula Aging Services and the employee.**

**I acknowledge receipt of job description, and have read and understand the duties outlined above.**

**Signature of Employee:**

**Date:**