

**CLASSIFICATION SPECIFICATION
LEWIS-MASON-THURSTON AREA AGENCY ON AGING**

FAMILY CAREGIVER RESOURCE MANAGER

GENERAL DESCRIPTION

Provides information to and assists Family Caregivers in identifying, obtaining and effectively utilizing necessary, available services which will enable them to continue to provide informal support and care to disabled and vulnerable adults.

This class specification reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in the position.

ESSENTIAL JOB FUNCTIONS

Provides pertinent information about community resources to family caregivers over the telephone, in person or in-home, as well as in community settings.

Screens to determine unpaid family caregiver need and eligibility for services.

Provides assistance to family caregivers in obtaining appropriate services or benefits, including assistance with forms, advocacy, counseling, service referral and follow up.

Completes an assessment of caregivers using an approved computerized tool to evaluate caregiver burden and determine appropriate strategies and services based on caregiver responses.

Through in-home, office or phone consultation and counseling assists family caregivers to develop an appropriate plan to meet their needs.

Provides periodic follow up to determine success of interventions and services in meeting family caregiver needs and/or the need for changes in the plan.

Determines eligibility for and authorizes selected LMTAAA funded Family Caregiver Support Program services based on services rules, regulations, and guidelines.

Develops and provides presentations for community groups/gatherings, health fairs, etc. on Family Caregiver resources available.

Develops outreach materials, including newsletters, newspaper articles, flyers, etc.

Provides outreach to locate Family Caregivers in need of assistance.

Maintains a resource library for family caregivers; ordering new information/resources for the library with approval.

Maintains knowledge of and follows all state, federal and agency rules, regulations and guidelines applicable to Family Caregiver Support Program, related services and employment.

OTHER JOB FUNCTIONS

Provides input regarding system issues, barriers to service and service gaps.

Provides backup to other staff as needed and/or requested.

Participates in the training of other staff as required.

Performs other related job duties as assigned.

DISTINGUISHING FEATURES

Works under general supervision, handling many details on own initiative and deciding appropriate actions within rules, regulations, established guidelines and procedures.

WORKING CONDITIONS

Works in a variety of settings; office, community and client residence.

Requires travel to and from client residences and other community agencies.

Lifts and carries books, manuals, records, and supplies weighing up to 20 lbs.

May be exposed to allergens and irritants in client homes.

Uses close vision to read records and documents and work on a computer screen.

Must hear voice conversation in person and over the telephone.

Must be able to ascend and descend steps to enter client homes.

LMTAAA is a no smoking environment.

ESSENTIAL JOB REQUIREMENTS

Requires a current Washington State Drivers License, a legally licensed vehicle and auto liability insurance, as well as the ability to drive independently between clients' homes and LMTAAA offices.

Ability to understand and apply federal, state, and local rules, regulations and guidelines pertaining to the work of this position.

Ability to communicate effectively, both orally and in writing, in a manner appropriate for the purpose and parties addressed.

Ability to read, write, speak, and interpret information in English.

Ability to use a computer efficiently and experience with PC based information systems.

Demonstrated skills in interviewing, objective analysis, problem solving, and documentation of activities.

Ability to organize and manage own workload in an efficient and effective manner.

Ability to learn and master job responsibilities.

Ability to work effectively, both independently and as a member of a team, to use sound judgment in decision making and tact in dealing with clients and members of the public.

EDUCATION/EXPERIENCE

Master's degree in behavioral or health sciences and one year of paid social services experience; or

Bachelor's degree in behavioral or health sciences and two years of paid on-the-job social services experience; or

Bachelor's degree and four years of paid social services experience.

LEWIS, MASON, THURSTON AREA AGENCY ON AGING IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO WORKING WITH ITS EMPLOYEES TO REASONABLY ACCOMMODATE THEM WITH THE PHYSICAL ASPECTS OF A POSITION. QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO RACE, CREED, RELIGION, COLOR, AGE, SEX, NATIONAL ORIGIN, MARITAL STATUS, VETERAN STATUS, SEXUAL ORIENTATION, OR THE PRESENCE OF ANY SENSORY, MENTAL, OR PHYSICAL HANDICAP.

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