

Job Description: AREA AGENCY ON AGING CAREGIVER PROGRAM SPECIALIST

CLASS NO.: 617

EEOC CATEGORY: Professional

PAY GROUP: 6/7

FLSA: Non-Exempt

SUMMARY OF POSITION:

Performs complex planning and research work along with informational, educational, and social services work directly to AAA eligible clients and community groups. Work involves identification/ongoing evaluation of service priorities for caregivers in the Panhandle. Other work involves implementing area plans, collecting and analyzing data, preparing reports, and ensuring timely submission of departmental reports relating to the National Family Caregiver Support Program in compliance with state and federal rules, regulations, policies and procedures. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Area Agency on Aging Director and Operations Manager.
2. Directs: This is a non-supervisory position.
3. Other: Interaction/contact with AAA staff, caregivers, caregivers' family members, representatives of local, state and federal government agencies, public and private organizations, service providers, other program personnel, volunteers, other agency clients, private non-contracting entities and general public.

EXAMPLES OF WORK

Essential Duties*

Assists the AAA Director and Operations Manager in the compilation, analysis and submission of fiscal and programmatic reports in compliance with applicable rules, regulations, policies and procedures in a manner that supports local, state and federal requirements;

Organizes and maintains complete and accurate documentation of all client data/contacts in accordance with applicable rules, regulations, policies and procedures in a manner that supports local, state and federal requirements;

Ensures accurate, timely and complete programmatic reporting to comply with state and federal rules, regulations and requirements to meet current contract and departmental standards;

Plans, organizes, and conducts annual caregiver workshop, and assesses and evaluates training needs of caregivers;

Maintains knowledge of current information about available services in the region and provides information to caregivers about available services and assistance to caregivers in gaining access to available services;

* for the purpose of compliance with the Americans with Disabilities Act (ADA)

Organizes monthly support groups in a manner that assists caregivers in making decisions and solving problems relating to their caregiving roles, as appropriate;

Provides educational programs or presentations to departments, agencies, civic groups, caregivers, and the general public;

Maintains caregiver libraries set up across the Panhandle;

Explains program benefits and requirements to caregivers and clients;

Interviews/assesses caregivers to gather information regarding service needs, interviews/assessments may occur over the phone or at client's home;

Conducts reassessments as necessary;

Refers caregivers to other agencies for assistance as appropriate;

Develops and implements care plans to meet the caregivers/recipients' needs;

Authorize respite and/or supplemental services, to complement care provided by caregivers and to coordinate with other service provider activities;

Provides case management for the length of the care plan and serves as a liaison between clients, client families, caregivers and service providers;

Ensures accurate and complete data entry into statewide database, as applicable;

Implements, coordinates and conducts evidence-based programming for caregivers as defined by ACL as funding allows;

Maintains strict confidentiality of client information, whether such data is electronic or otherwise;

Conducts customer satisfaction surveys with clients and groups at a minimum annually, as appropriate;

Maintains/updates contractor applications and agreements annually;

Designs, initiates and develops special projects in relation to caregiver activities, as available through state and/or federal resources; and

Attends training, meetings and conferences related to program goals, as approved by Director and as funding allows.

Other Important Duties^{*}

Performs such other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: The process of aging and aging programs, planning techniques, interviewing techniques, local state and federal regulations relating to human and social service programs including long-term care, Medicare and Medicaid; public and private sector resources, general office policies and procedures and computer operations.

Skill/Ability to: Interpret and communicate to others rules, regulations and guidelines prepared by state and federal agencies relating to aging programs and caregiving; establish and maintain effective working relationships with clients, citizen groups, volunteers and the general public; interview clients skillfully, provide care/client planning skills, evaluate client needs, work independently and in a team setting, and demonstrate proficiency in both oral and written

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communication. Work as a leader in the community to educate individuals/groups regarding public/private benefits and resources;

Adhere to all company policies, procedures and guidelines.

ACCEPTABLE EXPERIENCE AND TRAINING

Master's degree in social work, sociology, gerontology, psychology, business or public administration or a related field;

or bachelor's degree in social work, sociology, gerontology, psychology, business or public administration, or a related field, plus one year of relevant experience;

or any equivalent combination of experience and training that provides required knowledge, skills and abilities.

CERTIFICATES AND LICENSES REQUIRED

Obtain Benefits Counseling Level 1 certification within the first 12 months of employment;

Obtain a minimum coach certification for any implemented caregiver evidence-based program (as funding allows); and

Appropriate Texas driver's license or available alternate means of transportation.