



Caregiver Specialist/Care Manager

FLSA NON-EXEMPT

POSITION SUMMARY

The Caregiver Specialist/CareManager educates the public regarding supportive services for elders and caregivers. S/he assists families in gaining access to needed services through in-home and telephone consultations.

1. Conducts Caregiver assessments, provides in-home information, and care advisement to elders and their caregivers, regardless of income, who reside in the service area of WestMass ElderCare.
2. Develops a supportive relationship with elders and their caregiver(s). Provides counseling and coaching as appropriate.
3. Participates actively in outreach programs to identify caregivers who could appropriately be served by the Caregiver Support program.
4. Distributes resource materials to elders, family caregivers, and others.
5. Facilitates family meetings as requested.
6. Serves as a local resource regarding caregiver support.
7. Provides training to families and caregiver support skills.
8. Assesses for and completes requests for Special Needs Funds. This includes completing requests for payments and notifying care givers approval or disapproval for Special Needs Funds requests.
9. Works with WMEC Management, Supervisors and staff to identify caregiver issues and potential resources for caregivers and referrals to the Caregiver Support Program.
10. Identifies those programs in the region that are providing services to caregivers, i.e. Councils on Aging. Collaborates with these organizations in providing training and outreach.
11. Develops and monitors quality measures for WMEC's Caregiver Support program.
12. Become trained, certified and conduct on-going evidenced based (EBP) health promotion workshops to support family caregivers. Examples of EBPs include *Powerful Tools for Caregivers* and *Savvy Caregivers*. Some EBP training may require several days to complete and brief out-of- state travel.
13. Gathers data and prepares reports as required and/or beneficial to achieving the goals and objectives of the Caregiver program using SIMS/SAMS



consumer tracking software program as needed. Reports include but are not limited to MFCSP Quality report, grantee reports, WMEC TIII reports.

14. Conducts Intake Assessments for the Home Care Department as assigned
 - a. Assesses consumers to determine eligibility and needs
 - b. Determines appropriate care plans for assigned Intake Assessments
 - c. Completes comprehensive case records according to established procedures and time frames for each consumer and/or caregiver.

OTHER DUTIES

Performs other related duties within the scope of the responsibilities of this position as requested by the Supervisor.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Possesses the ability and willingness to support the mission statement, goals and policies of WestMass ElderCare; and has the ability to interpret, understand and adhere to the regulations, standards, and procedures as set forth by the Agency and the Executive Office of Elder Affairs.
- Possesses a bachelor's degree in a relevant social service field from an accredited college.
- Previous experience in elder-family caregiving systems, grandparents serving as parents, training, case management preferred.
- Possesses knowledge of the aging process, community resources and social health intervention techniques desirable.
- Possesses knowledge of health insurance, including Medicare, Medicare Part D, Medicare Supplements, and Prescription Advantage etc., preferred; or has the ability and willingness to learn.
- Knowledge of the ASAP and elder service delivery systems and regulations including knowledge of state funded eldercare services and programs for disabled adults and children preferred.
- Basic knowledge of Older American Act Funded Family Caregiver Support program is preferred.
- Possesses interviewing and assessment skills.
- Possesses computer skills including ability to learn new software.
- Possesses the ability to communicate with consumers, family members, service providers, and co-workers.
- Has the ability to initiate and sustain appropriate interpersonal relationships.
- Must possess the ability and willingness to work harmoniously with



professional and non-professional personnel.

CERTIFICATIONS, LICENSES, REGISTRATIONS

- Valid driver's license.
- Satisfactory driving record.
- Satisfactory CORI check.
- License in social work preferred.
- SHINE counselor Certification preferred.

PHYSICAL AND MENTAL REQUIREMENTS

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.

- Must be in good general health and demonstrate emotional stability.
- Must maintain regular and consistent attendance.
- Ability to ambulate independently.
- Ability to effectively cope with a variety of personalities and other stress provoking factors associated with a broad base of people and time constraints.
- Ability to successfully communicate with others in person and by the phone.
- Ability to see and understand written words and to communicate with written word.
- Ability to see written words on a computer screen.
- Ability to make appropriate decisions.
- Ability to operate a motor vehicle in all types of weather conditions.
- Ability to climb multiples flights of stairs
- Ability to operate a keyboard 50% or more of work time and to maintain concentration needed for accurate data entry.
- Must be able to handle confidential data and information discreetly.
- Ability to work with multiple priorities and deadlines.
- Ability to work alone and/or with others.
- Ability to be effective in a changing environment



WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to safely operate a motor vehicle in all weather conditions.
- Works in an office area and in homes of consumers.
- Consumers in rural, suburban, urban and inner city areas.
- Ability to concentrate and accurately complete work in an office environment in which the noise level is often moderate to loud and distracting, and there are frequent interruptions.
- This is thirty-five hours a week position, with regular hours established. Variance from the regular hours may be necessary to meet the responsibilities of the position.
- Ability to work between the hours of 8:00 am and 5:00 pm, Monday through Friday.

ACCOUNTABLE TO

The Caregiver Specialist/ElderCare Advisor is accountable to the Home Care Supervisor

DISCLAIMER

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties, skills and abilities required.

Caregiver Specialist

Date

Supervisor

Date
