

### POSITION DESCRIPTION

POSITION TITLE:	Social Worker / Family Care Specialist
DEPARTMENT:	Program
REPORTS TO:	Regional Director, North Bay
SUPERVISES:	N/A
STATUS:	Part-time, 32 Hours/Week, Exempt
LOCATION:	San Rafael, California

### POSITION SUMMARY

Under the direction of the Regional Director, the Family Care Specialist's primary responsibility is to provide direct service delivery through our 24/7 Helpline and ensure success of our key performance indicators in our strategic plan, by working to increase awareness and access of Alzheimer's Association programs and services. The Family Care Specialist is responsible for overseeing our volunteer-powered program delivery service in Marin County and assist in the coordination of the Marin County Family Caregiver Support and Outreach Programs. The Family Care Specialist is responsible for meeting and reporting on the objectives of the County of Marin Commission on Aging Family Caregiver Support Services grant.

### ESSENTIAL JOB FUNCTIONS

#### Helpline (40%)

- Provide Helpline support two days per week responding to AlzDirect Connect referrals and limited Chapter-wide follow up calls, following all Helpline Standards.
- Manage the North Bay Helpline process, responding to Helpline calls and providing information and referral and/or care consultation and follow-up as needed.
- Recruit, supervise and train Helpline volunteers so that they are adequately prepared to answer / make calls to family caregivers.
- Assist Helpline volunteers with cases on a regular basis.
- Work in conjunction with Helpline Manager to provide ongoing education and information to Helpline volunteers to ensure materials and resources are current.
- Assess needs of family caregivers and develop action plan.
- Comply with all Alzheimer's Association Helpline Standards in regards to documentation in the Chapter's CRM, Personify, as well as appropriate use of documentation and tools.
- Additional documentation completed in any required County databases to meet grant requirements, as needed.
- Monitor cases and follow up, as needed.

#### Outreach & Education Programs (37%)

- Provide leadership throughout the San Rafael region to manage volunteer-powered educational program delivery by recruiting, training and managing Alzheimer's Association Community Educators (ACE), volunteer speakers, ensuring that a certain percentage of programs are volunteered delivered each year. Program percentages will be determined annually by Chapter dashboard metrics.
- Identify opportunities to collaborate and further develop relationships with community agencies and ethnic community providers to promote awareness of the Alzheimer's Association and our services.
- Expand partnerships with health and community based organizations in Marin County.

- Track and report monthly statistics to Regional Director for County of Marin grants administration: Helpline, Care Consultation, Caregiver Training, Support Groups, Community Education and Outreach Programs.
- Assists with annual education conferences.

### **Early Stage Programs (10%)**

- Recruit and screen prospective participants
- Fill in for facilitators as needed
- Coordinate with facilities and facilitators

### **Support Group Services (10%)**

- Provide ongoing support to volunteer support facilitators, providing information and ongoing support throughout the year, working in conjunction with the Family Program Manager
- Responsible for volunteer recruitment to maintain and expand support groups in the Marin County region.
- Coordinates with Family Program Manager to schedule support group facilitator trainings as needed
- Facilitate support groups as needed

### **Safety Services (3%)**

- Provide assistance during North Bay wandering incidents by maintaining contact with families and providing psych-social support, as needed.
- Maintain North Bay staffing record with MedicAlert+Safe Return and Contact Center, working with Helpline Manager as needed.
- Ensure all cases are followed-up on next business day, including documentation in Personify.

### **MISSION AND COLLABORATION**

Employees of the Alzheimer's Association are expected to adopt the mission of the organization in their daily work and to professionally represent the Association outside of work. All staff are expected to work as a team to accomplish, if not exceed, organizational goals as detailed in the National Strategic Plan. In addition, all staff are expected to fully engage in our culture of public policy & advocacy, fundraising, and diversity and inclusion.

- Participate in the *Walk to End Alzheimer's* Staff Team and "Give or Get" fundraising goals
- Work at least one Walk on a weekend, or as assigned
- Participate in *The Longest Day* signature event
- Respond to public policy calls to action & participate in advocacy days
- Enhance our culture of diversity and inclusion in all aspects of the job

### **KNOWLEDGE, SKILL, EXPERIENCE and EDUCATION REQUIREMENTS**

- Masters in Social Work, Family Counseling, or Gerontology, or similar experience
- LCSW or MFCC licensure a plus
- Minimum of 2 years' experience in geriatric and Alzheimer's care required
- Demonstrated skills in speaking and writing on dementia and caregiver issues
- Familiar with community services, dementia services, care-giving issues, difficult behaviors, latest research, and the role of education, public policy, and technology in the future of dementia care
- Care management and case documentation skills: ability to evaluate, care plan, refer to resources, monitor and terminate cases
- Ability to respond to emotional concerns of family members
- Ability to work with diverse communities and demonstrate inclusion
- Strong public speaking skills

- Computer: Microsoft Office Suite and database management experience required
- Excellent verbal and written communication skills

### **PERSONAL CHARACTERISTICS**

- Self-starter, independent worker and willing to take initiative
- Willingness to work some evenings and weekends
- Willingness to travel the Bay Area
- Desire to help families cope with Alzheimer's disease and related dementias

This job profile in no way states or implies that these are the only duties to be performed. You will be required to follow any other instructions or perform any other duties as requested by your supervisors. This is not meant to be an exhaustive list of job duties and essential elements may change when necessary.

Please click on the link below to apply for this position. A new window will open and direct you to apply at our corporate careers page. We look forward to hearing from you!

<https://jobs.alz.org/family-care-specialist/job/9671041>