

**Olympic Area Agency on Aging
Job Description
Family Support Program Specialist**

Salary Range: 38
Reports To: Client Services Manager

Last Update: 04/18/2024
FLSA: Non-Exempt

Position Mission Statement: Provides individual counseling, support, and training to individuals and unpaid caregivers through home visits, phone contacts, referral to programs and resources, community education, support groups, etc. Specializes in program eligibility determination, service authorization, and case management for consumers in the Medicaid Alternative Care (MAC) and Tailored Supports for Older Adults (TSOA), Family Caregiver, Kinship Care Support Program (KCSP) and Dementia Care programs. Provides services to individuals and families that serve family needs and creates a bridge to specialized dementia supports as needed through targeted education and outreach about specific agency and community programs and/or resources. Provides direct support to the Dementia Outreach Development Coordinator as needed to support Dementia program service delivery. Anticipated to spend approximately 50% of scheduled hours supporting the Dementia Care programs. Provides a wide spectrum of necessary services to unpaid caregivers in a defined 2-county area.

Critical Duties, Responsibilities, and Standards of Performance:

1. Performs outreach, marketing, and community education services in a defined 2-county area to inform caregivers, consumers, and community partners about the MAC-TSOA, KCSP, Family Caregiver Support programs, and community dementia resources and supports.

Standard of Performance:

- Utilizes all means available to publicize and educate the public regarding the MAC-TSOA, KCSP, and Family Caregiver Support programs, including options that help address the needs of families and individuals managing a dementia diagnosis.
 - Attends agency information events, county and local fairs, and other public outreach opportunities throughout the year to create awareness about program services and community resource options.
 - Creates public information flyers, brochures, and public advertising for programs and support groups.
2. Provides assessment, eligibility determination, service authorization, counseling, training, and ongoing case management as needed for clients eligible for services through the Family Caregiver, KCSP, or MAC-TSOA programs, or who are in need of resources and supports specific to dementia care issues.

Standard of Performance:

- Provides needs assessment, program eligibility determination, service authorization, and program access support.
- Clients are appropriately referred to agency and community programs and resources.

- Provides counseling, support, training and/or family consultations that identify and address unmet client service needs in a manner that meets established program guidelines and ensures access to appropriate programs and resources.
- Clients are provided on-going case management services that facilitate individual choice and family care preferences, including support as care recipient/client needs change over time.
- Maintains accurate program records, data entry, and reporting in accordance with funding entity guidelines, including but not limited to client information, service delivery, program access, and support group attendance.

3. Conducts Respite/supplemental services assessment, authorization, monitoring and service prioritization. Collaborates with agency Information & Assistance, Case Management, and Family Caregiver/MAC-TSOA staff to provide seamless services.

Standard of Performance:

- Provides Respite and/or other supplemental services to caregivers according to funding entity standards and within budget constraints.

4. Plans, organizes, markets, and facilitates support groups and memory cafés that serve unpaid family caregivers and/or families and individuals coping with a dementia diagnosis within a designated 2-county service area.

Standard of Performance.

- Provides outreach and marketing to establish local support groups and memory cafés in the community, and to gain and maintain attendance.
- Acts as lead facilitator and technical assistance for local support groups and memory cafés.
- Works closely with the Dementia Outreach Development Coordinator (DODC) to proactively plan, organize, and connect with the local community to offer high quality early-stage support groups and memory cafés specific to dementia diagnoses.

5. Works closely with the DODC to plan and execute community wide dementia resource education programs, events, and other activities as assigned.

Standard of Performance:

- Acts as lead facilitator for dementia-specific local support groups and memory cafés.
- Maintains accurate records, attendance keeping for established memory cafés and support groups.
- Upon training, will become designated as a regional Dementia Friends Champion and demonstrate the ability to deliver accurate community informational sessions to public and private groups.
- Upon training, will become a STAR-C Coach and provide in home behavior management training to in-home family caregivers struggling with dementia related behavioral expressions in a manner that meets agency expectations and program guidelines.

- Assists the Dementia Outreach Development Coordinator as needed with the operation of the Dementia Outreach Program, including planning and organizing community events, trainings, program development, activity assistance, and implementation.

Essential Qualifications:

Bachelor's degree in Behavioral or Human Services and two years of paid social service experience, or BA and four years paid social service experience. Interviewing and counseling skills with an ability to work in a team-based environment. Knowledge of social service, human services issues, dementia support, especially dealing with older adults and family caregivers and information about community resources.

Equipment and Software Requirements:

Experience with PC-based word processing, spreadsheet and data base applications. Ability to utilize other PC-based computer programs and systems that may be specific to particular positions or duties. Knowledge of Microsoft Word, EXCEL, and Outlook Email programs.

Essential Requirements of this Position:

Valid/Current Washington State Driver's License.

Current Automobile Insurance.

Ability to pass background checks.

Ability to read, speak, write and comprehend the English language.

Ability to drive independently between O3A office locations and various meetings off site.

Ability to climb stairs and to make home and residential client visits in settings that may not be accessible or may not meet prevailing community standards.

Other Duties As Assigned:

The statements contained herein reflect general details to describe the principal functions of this position, the level of knowledge and skill typically required, and the scope of responsibility. This job description should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas, to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.


Working Environment and Physical Requirements:

This position requires an ability to perform office functions in a normal office environment. Work involves sitting and working in front of a computer terminal for extended periods of time. While performing the duties of this job, the employee is frequently required to stand and walk, use hands and fingers to handle, feel or operate objects, tools or controls, reach with hands and arms, talk and hear both in person and over the telephone. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl. The employee must lift and/or move up to 25

pounds occasionally, and/or up to 10 pounds frequently, and/or a negligible amount of force constantly to move objects. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.

O3A is an equal opportunity employer and does not discriminate in employment decisions or policies in violation of law on the basis of race, color, national origin, creed, religion, sex, age, marital status, physical or mental disability, sexual orientation, or status as a Vietnam-era or special disabled veteran. This policy applies to all terms and condition of employment, including hiring, placement, promotion, termination, reduction in force, recall, transfer, leaves of absence, compensation, and training.

OLYMPIC AREA AGENCY ON AGING JOB DESCRIPTION APPROVAL:	
Effective Date:	4/18/2024
Title of Job Description:	Family Support Program Specialist
Approved by:	 _____ Laura Cepoi, Executive Director
	Date: <u>4/18/2024</u>