



Job Description & Classification Specification Lewis Mason Thurston Area Agency on Aging

Family Caregiver Specialist

FLSA Status: Overtime Eligible/Non-Exempt
2023 Salary Range: \$56,448 – \$75,096 Annually
Reports To: Access Services Supervisor
Supervisory Responsibilities: No

JOB OVERVIEW

The Family Caregiver Specialist maintains a Family Caregiver Support Program (FCSP) and Medicaid Alternative Care/Tailored Supports for Older Adults (MAC/TSOA) program caseload. The position works closely with families and caregivers to determine the need and available resources. Additionally, the position provides education, outreach and training to individuals and the community. The position is supervised by the Access Services Supervisor.

ESSENTIAL JOB FUNCTIONS & RESPONSIBILITIES

Direct Services

- Provides information on community resources to family caregivers over the telephone, in person or in-home, as well as in community settings.
- Provides screenings to determine unpaid family caregiver and individuals' need, and eligibility for services.
- Provides assistance to family caregivers in obtaining appropriate services or benefits, including assistance with forms, advocacy, supportive counseling, service referral and follow up.
- Completes assessment of caregivers using web-based proprietary tools which assess caregiver burden and determine appropriate strategies and services based on caregiver responses.
- Assists family caregivers to develop an appropriate plan to meet their needs through in-home, office or phone consultation, and person-centered counseling.
- Manages caseload for both FCSP and MAC/TSOA programs.
- Staffs cases as needed with Supervisor, LMT employees and partner agencies.

- Works with other provider agencies to coordinate client services and resolve client problems

Training and Education

- Provides training and support activities to caregivers, families, and communities through evidenced based curriculums such as Powerful Tools for Caregivers and Advance Care Planning.
- Provides basic education to caregivers and families in brain physiology, normal aging processes and dementia.
- Becomes proficient in other curriculum and training as needed.

Agency Core Functions

- Follows WACs and AL TSA Policies.
- Follows agency and program Policies and Procedures.
- Develops, maintains, and communicates knowledge of ProviderOne, BARCODE, CARE, TCARE, CLC GETCARE, and other electronic case management systems. Reviews reports.
- Participates in team meetings and trainings as required or appropriate.
- Provides input regarding system issues, barriers to service and service gaps.

OTHER JOB FUNCTIONS

- Provides backup to other staff as needed and/or requested.
- Participates in the training of other staff as required.
- Participates in meetings and training as required or appropriate.
- 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.

CORE COMPETENCIES & JOB REQUIREMENTS

- Ability to understand written and oral communications and communicate at a level sufficient to perform the essential functions of the position.
- Ability to communicate effectively in the English language, both in writing and orally, using proper English sentence construction, punctuation, and grammar.
- Ability to understand and abide by federal, state, and local rules, regulations and guidelines pertaining to State core, and other commonly used services.
- Demonstrated skills in interviewing, objective analysis, problem solving, and documentation of abilities.
- Ability to organize and manage own workload in an efficient and effective manner.
- Ability to learn and master new job responsibilities including web-based care management tools, record keeping and emergent concerns.

- Ability to work effectively, both independently and as a member of a team; to use sound judgment and tact in dealing with clients and members of the public and in interpreting regulations, policies and procedures.
- Valid/current WA State Driver's License with current automobile insurance
- Successfully pass a background check according to DSHS/ALTSA and agency policies

EDUCATION & EXPERIENCE MINIMUM

- BA in behavioral health, or social services with at least 2 years' case management experience in a social service setting.

PREFERRED EXPERIENCE*

- MA/MSW and 2 years' experience in care or case management in a social service setting focused on adults.
- Experience in social work, family therapy, aging, dementia, mental health counseling or gerontology and TCARE or Medicaid case management.

WORKING CONDITIONS

- This position requires an ability to perform office functions in a hybrid work model, which includes working two days per work week in a designated Agency office and the remainder of the week in a designated home office. Work is performed indoors in an office environment, usually weekdays between the hours of 8:00 AM and 5:00 PM.
- Travel is required within Lewis, Mason and Thurston counties and occasionally to other parts of the state.
- Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of this position.

DISCLAIMER

The statements contained herein reflect general details as necessary to describe the essential functions and core competencies of this position, the level of knowledge and skill typically required and the scope of responsibility. This job description, while comprehensive, should not be considered an all-inclusive listing of work requirements or tasks. Individuals may perform other duties as assigned.

This Agency 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, or any other protected characteristic as outlined by federal, state, or local laws.