



Position: Family Caregiver Support Specialist

Department: Family Caregiver Support

Reports to: Director of Family Caregiver Support

Status: Non-Exempt

Hours: 20

Date: 02/2024

Approved: John T. Mandeville

Job Function: The Family Caregiver Support Specialist assists persons providing and ensuring care of loved ones to gain information, support and access to services that promote the wellbeing of the caregiver as they see to the needs of others.

Essential Functions:

1. Receive and respond to telephone and email inquiries from family caregivers seeking information about programs and services offered by CVCOA and community partners.
2. Distribute, receive, and create files to manage applications to caregiver respite grants.
3. Administer caregiver assessments as required. Coordinate with Information & Assistance/Case Management staff to have care receiver assessments completed and updated as required.
4. Provide respite grant award packets and related program communications to eligible applicants.
5. Receive and prepare respite invoices for approval by Family Caregiver Director and submission to agency accountant.
6. Maintain respite grant enrollment and expenditure spreadsheets.
7. Enter the required information into Peer Place data management system.
8. Organize digital and print resources regarding caregiving and dementia care for staff reference and distribution to program participants.
9. Make referrals to other internal and external agency services as needed.
10. Attend supervision meetings, relevant trainings, all-staff meetings, and family caregiver support statewide meetings.
11. Research and recommend resources to include/update on Caregiver Support webpage.
12. Assist FCS Director with other program activities and projects as mutually determined to fit into workflow.

Knowledge, Skills, and Abilities:

1. BA preferred or an equivalent combination of education and experience; preferably in human service/social services.



2. Knowledge of or familiarity with issues, needs and community, state, and federal programs and resources relevant to elder care and unpaid family caregiving.
3. Excellent verbal and written communication skills, including sensitivity, listening, problem solving, and teamwork.
4. Strong basic math skills and careful attention to detail.
5. Solid computer skills and comfort with learning and using new and pertinent database systems. Systems used include Windows Environment (MS Word and Excel), Adobe, and Peer Place.
6. Judgment, intuition, commitment, and perseverance to appropriately address client issues.
7. Ability to be non-judgmental and to work with a wide variety of people; ability to keep confidentiality; reliability; honesty.
8. Ability to work independently and be self-motivated.
9. Ability to be an advocate for a vulnerable population, to effectively navigate through bureaucracy to meet clients' needs.

Additional Desirable Qualifications (*optional*):

1. 2-4 years' work experience in human services, preferably with older persons or people with disabilities and their caregivers. Lived experience as a family caregiver is a plus.

Physical Demands:

1. Ability to self-regulate for maintaining healthy practices while performing office work including use of phone and laptop and doing light lifting as necessary.

Mental Demands:

1. Attention to deadlines.
2. Ability to multi-task.
3. Ability to understand complex social service programs.
4. Ability to self-manage.
5. Ability to handle multiple and un-planned activities and schedule changes.

Working Conditions:

1. Independent/solitary work as well as work within an office and group setting.
2. Shared office space in central office.