**AREA 12 AGENCY ON AGING**

**JOB POSTING**

**JOB TITLE: Family Caregiver Support Program (FCSP) Care Coordinator**

**IIIB Information & Assistance (I&A) Specialist**

**IIIB Support Services Specialist**

**REPORTS TO: Assistant Director**

**FLSA STATUS: Non-Exempt**

**SUPERVISES: Non-Supervisory Position**

**SALARY: $15.00 – $17.37**

**HOURS: 40 Hours per Week**

**Monday – Friday 8am-5pm**

**Lunch Hour – 12noon – 1pm**

**Summary**

Under the direction of the Assistant Director, this position provides assistance to older adults, caregivers and persons with disabilities by providing problem analysis, resource identification and advocacy through an intake process while monitoring client needs until resolved. Will help create new community partnerships, supporting Area 12 Agency on Aging’s (A12AA) Mission.

**Essential Job Functions**

Family Caregiver Support Program Care Coordinator:

* Conduct initial phone assessment with caregiver to identify their willingness to provide care, caregiving abilities, health, social support, training needs, financial resources relative for caregiving, and strengths and weaknesses within the immediate caregiving environment
* Complete intake form as necessary
* Communicate clearly, both orally and in writing with the caregiver
* Coordinate and monitor the provision of formal caregiver related services in circumstances where caregiver is experiencing diminished mental capacities due to temporary stress and/or depression
* Coordinate services identified that are within budgetary and contractual guidelines
* Identifies and assist in developing support system for caregiver
* Refers to Adult Protective Services (APS) any suspected case of abuse, neglect or exploitation
* Collaborates with other health and social service professions, team members, clients, family and community contacts
* Adheres to strict confidentiality in accordance with Health Insurance Portability & Accountability Act (HIPPA) regulations
* Refers to Adult Protective Services (APS) any suspected case of abuse, neglect or exploitation
* Enter caregiver/care receiver data into the Harmony database
* Follow-up in cases where referrals have been made
* Establish and maintain professional, cooperative relationships with agencies, fellow employees and general public.
* Travels within the agency’s rural public service area (PSA) of Alpine, Amador, Calaveras, Mariposa and Tuolumne counties
* Interacts with the public via phone or in person in a professional and courteous manner
* Has the ability to work in a fast paced environment
* Is proficient in handling office equipment including multi-line phone system, printers, copy machines, computers and fax machines
* Is able to bend, sit, stand, walk, push/pull, handle objects, reach overhead, lift 25 pounds and occasionally up to 50 pounds, read/comprehend English, write, perform calculations communicate orally, reason, analyze and drive a car
* Develop and maintain community relationships and partnerships through ongoing outreach activities within the PSA

Information & Assistance Specialist:

* Follow the guidelines outlined in California Code of Regulations, Title 22
* Follow the A12AA Information & Assistance Standards
* Provide information and link individuals and their families to services available within the communities
* Provides follow-up in cases where a referral has been made
* Maintain and update resource file/data base as needed and on an annual basis
* Complete necessary intake forms and enter data into the Harmony database
* Adheres to strict confidentiality in accordance with Health Insurance Portability & Accountability Act (HIPPA) regulations
* Refers to Adult Protective Services (APS) any suspected case of abuse, neglect or exploitation
* Travels within the agency’s rural public service area (PSA) of Alpine, Amador, Calaveras, Mariposa and Tuolumne counties
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IIIB Support Services Specialist:

* Conduct initial phone assessment to determine client eligibility
* Complete intake form and enter data into the Harmony database
* Coordinate services identified that are within budgetary and contractual guidelines that will enhance quality of life and keep clients safe and independent in their homes
* Follow-up with client to ensure services were delivered and client was satisfied
* Adheres to strict confidentiality in accordance with Health Insurance Portability & Accountability Act (HIPPA) regulations
* Refers to Adult Protective Services (APS) any suspected case of abuse, neglect or exploitation
* Travels within the agency’s rural public service area (PSA) of Alpine, Amador, Calaveras, Mariposa and Tuolumne counties
* Interacts with the public via phone or in person in a professional and courteous manner
* Has the ability to work in a fast paced environment
* Is proficient in handling office equipment including multi-line phone system, printers, copy machines, computers and fax machines
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**Other Duties and Responsibilities**

* Occasionally exposed to moving mechanical parts and outside weather conditions
* Consults regularly with Assistant Director on program issues and issues related to clients
* Comply with all policies and procedures established by A12AA and the California Department on Aging (CDA)
* Attend periodic training provided by CDA, and or other organization to ensure compliance with reporting procedures and to enhance skill set
* Complete necessary training to become certified with the Alliance of Information & Referral Systems (AIRS)
* Assists in the training and development of new staff and volunteers when needed
* Use of personal or agency vehicle for agency business as needed
* Other duties as assigned

**Supervisory Responsibilities**

None

**Education and Experience**

Bachelor’s degree in related field desirable; or two years related experience and or training; or equivalent combination of education and experience. Must have knowledge, experience and training in working with the elderly, process of aging, and needs of older adults.

**Other Skills**

To perform this job successfully, an individual shall be proficient in Microsoft Office applications specifically MS Word and Excel. Must be highly motivated, organized, strong English written and verbal communication skills and basic math.

**Certificates, Licenses, Registrations**

Possession of a valid California driver’s license and proof of valid automobile insurance for reliable vehicle.

Application Deadline – July 25, 2017

Submit your resume, letter of interest and three professional references to:

[tsawyer@area12.org](mailto:tsawyer@area12.org)

All resumes will be screened and only the most qualified will be interviewed.

Area 12 Agency on Aging is an Equal Opportunity Employer. No applicant for employment with A12AA shall be subjected to discrimination because of race, color, sex, (including gender, gender identify, gender expression, transgender, pregnancy, and breastfeeding), national origin, religion, physical or mental information, sexual orientation including heterosexuality, homosexuality, and bisexuality), citizenship status, or martial and parental status. The Area 12 Agency on Complies with the American with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individual on the basis of disability.