

**Lane Council of Governments
Job Classification**

Job Title:	Family Caregiver Specialist	FLSA Status:	Non-Exempt
Division:	Senior & Disabled Services	Range:	8
Reports To:	Program Supervisor	Last Revised:	November 2002

General Statement of Duties

Provides one-on-one assistance to senior citizens and caregivers living independently in the Eugene/Springfield community. Determines need for Family Caregiver Support Services and provides referrals as appropriate to a variety of assistance programs, including Oregon Project Independence, Medicaid Financial assistance, transportation, and meal services.

Supervision Received

Work is performed under continuing supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided and results observed.

Supervision Exercised

None.

Resource Responsibility

Limited responsibility for monetary or human resources. Work is subject to review.

Essential Job Functions

Provides information and assistance services by phone or in-person; completes assessments; completes eligibility determinations (when necessary); develops care plans for individuals, including authorizations of respite services; and completes program reporting paperwork.

Promotes and markets the Family Caregiver program in the Eugene-Springfield area. Promotion activities will focus on public education and may include group presentations, the dissemination of brochures and flyers, press releases and related work with the media (print and electronic), development of relevant content for S&DS' web site, participation in health fairs, etc.

With assistance from the Senior Outreach Program Supervisor and other members of S&DS' staff, develops written materials, press releases, etc., for countywide distribution.

Develops and maintains a tracking system to monitor Respite service hours.

Collaborates with S&DS Information & Referral staff, Case Managers, and other S&DS staff to assure that these employees are knowledgeable and can make appropriate referrals for Family Caregiver Support Services.

Assists the Program Supervisor in the provision of caregiver training; coordinates training for caregivers and their families.

Reports cases of suspected abuse, exploitation, or neglect, to S&DS Adult Protective Services.

Maintains up-to-date knowledge of community resources and services provided by other agencies and service organizations. Maintains a community resource file and contact list of referral sources and provides information and referral services to senior citizens, family caregivers, and concerned citizens.

Attends meetings of community groups and makes presentations to agencies or community groups concerning Family Caregiver services.

Provides a variety of reports to meet program requirements.

May attend weekend and/or evening meetings.

Other Job Functions

Performs other related duties as assigned.

Working Conditions

The work is performed primarily indoors requiring hand/eye coordination in the operation of office equipment. Work involves some travel to attend meetings and make home visits with potential exposure to animals, diseases, unsanitary conditions, and traffic hazards.

Knowledge, Skills, and Abilities

Knowledge of the issues, problems, and concerns of senior citizens.

Knowledge of community resources and services for the elderly.

Some knowledge of the legal requirements, standards, regulations, and laws applicable to programs for senior citizens.

Ability to communicate effectively with other employees, senior citizens, representatives of other agencies, medical providers, and the general public using tact, courtesy, and good judgment.

Ability to establish and maintain effective working relationships with employees, senior citizens, representatives of other agencies, and the general public.

Strong interpersonal and problem solving skills, and the ability to resolve conflicts effectively.

Ability to interview clients to assess needs.

Ability to understand and execute oral and written instructions, policies, and procedures.

Ability to work independently in a fast paced environment, manage a high volume of work, set priorities, and meet deadlines.

Ability to operate standard office equipment such as a personal computer, typewriter, transcriber, calculator, FAX machine, and photocopier.

Ability to physically perform assigned duties.

Education and Experience

High school diploma or G.E.D. and three years of experience in human service programs that included interaction with senior citizens, or any combination of education and experience that provides the applicant with the required knowledge, skills, and ability.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County.