

Malheur Council on Aging & Community Services  
 Position Description  
**FAMILY CAREGIVER SPECIALIST**  
 Range (\$12.00 – \$13.23 per hour)

Position Classification	
Salary	<input type="checkbox"/>
Hourly	<input checked="" type="checkbox"/>
Overtime Exempt	<input type="checkbox"/>
Overtime Non-Exempt	<input checked="" type="checkbox"/>
Safety Sensitive	<input type="checkbox"/>

**GENERAL STATEMENT OF DUTIES**

MCOA&CS' Family Caregiver Support Program aims to reduce stress on primary, informal, unpaid caregivers. The program was designed to give caregivers a variety of services to lean on so they can have support in caring for their loved ones at home. The program was created for family and other unpaid caregivers supporting older individuals, as well as grandparents and older relatives acting as parents.

Establishes and maintains Outreach and Marketing of programs.

**SUPERVISION RECEIVED:** Works under the supervision of the Agency Coordinator.

**SUPERVISION EXERCISED:** Generally, there are no supervisory responsibilities with this position. This position does meet regularly with the senior team to provide program updates and as a method to ensure compliance with program policies and procedures.

**TYPICAL EXAMPLES OF WORK**

**Family Caregiver Program** - Provide Family Caregiver program services in compliance with state regulations. The process includes a formal assessment of the client's need.

1. Provide information to Family Caregivers about available services, and
2. Provide assistance to Family Caregivers in gaining access to services, and
3. Provide individual Options Counseling, organization of support groups, caregiver training, and case management, and
4. Arranging Respite care, and
5. Supplemental services, on a limited basis.
6. Prepare monthly reports as required
7. Portray a positive image of MCOA&CS.
8. Outreach to family caregivers in Malheur County.
9. Screens clients for eligibility.
10. Perform assessment and report data in state software program.
11. Maintain and complete required documentation and records.
12. Work with the family caregiver to coordinate a realistic plan to safeguard quality of life and independence.
13. Coordinate and facilitate monthly support groups.
14. Check in regularly caregivers making sure that current service levels are appropriate.
15. Plan and execute fundraisers.
16. Prepare and deliver effective public presentations.

**Other**

1. Provide office back-up such as answering multi-line phone, greeting walk-in clients, etc., as needed,
2. Other duties as assigned by supervisor or agency leadership.

## **EDUCATION, SKILLS AND ABILITIES REQUIRED**

Minimum high school education; college preferred. Must have at least one-year of measurable family caregiver experience as an informal caregiver for a family member, close friend or neighbor.

Ability to assess and evaluate the physical and mental abilities of clients to function in their home; active listening and interviewing skills; ability to develop and use client and resource files; ability to relate well to older persons; experience as a home care aide, CNA or nursing home/hospital assistant is helpful.

General knowledge of standard office procedures and operation of office machines. Ability to type 40-50 wpm, use word processing and spreadsheet software, perform data entry, and work pleasantly with the public and other staff members. Ability to organize and conduct meetings. Ability to follow written and oral instructions and to organize and complete tasks in a timely manner.

1. Able to read, write, and understand English adequately, and to speak English fluently.
2. Ability and willingness to provide care for the vulnerable and disabled population from various backgrounds without regard to age, race, creed, religion, gender, veteran status, national origin, culture, sexual orientation, marital status, or disability.
3. Experience in fundraising and coordinating events.
4. Good communication, organizational and multitasking skills. Able to communicate and establish positive and productive relationships with MCOA&CS office staff, clients and their families.
5. Knowledge of concepts related to client rights, confidentiality, privileged communication, and professional ethics in written and oral communications regarding patient conditions.
6. Demonstrate consistent reliability.
7. Able to take initiative and organize a workload.
8. Must be able to complete Options Counseling Certification within 6 months of hire.
9. Must be able to work closely with coworkers to accomplish MCOA&CS' mission. Must be motivated with a sense of teamwork.
10. Experience in maintaining records including the ability to maintain records on a computer system.
11. Must have or be willing to obtain first aid CPR certification.
12. Valid driver's license required.

Must pass pre-employment criminal history background check.

Malheur Council on Aging & Community Services provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Malheur Council on Aging & Community Services' complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.