

KIPDA
POSITION DESCRIPTION

Class Title: Family Caregiver Program Coordinator (Social Services Planner)

Division: Social Services

Supervisor: Director of Social Services

Supervises: None

Class Characteristics: Under general direction, is responsible for administering and organizing the National Family Caregiver (KIPDA's Family Caregiver Program (FCP)) and Kentucky Caregiver (KIPDA's Grandparents Raising Grandchildren Program (KGPRGCP)) programs for the KIPDA Area Agency on Aging and Independent Living, including planning, coordinating and development of programs and services targeting caregivers in the region. Serves as an advocate for caregivers, grandparents raising grandchildren, and older adults in the region. Provides direct services to caregivers and grandparents raising grandchildren including but not limited to counseling, support, training, supplemental services, and education. Conducts outreach, community education, and health fairs; other duties as assigned.

General Duties and Responsibilities:

Essential:

1. Identifies service needs, resources and barriers as they relate to caregivers. Serves as program, service and issue liaison to the KIPDA FCP and KGRGCP.
2. Proposes and develops programs to address identified needs, resources and barriers to needed services for caregivers; provides technical assistance to contractors and other providers/elected officials; monitors contracts for program compliance.
3. Provides assessment, counseling, support, training and/or family consultation to caregivers via any means or modality that works for the caregiver, including home visits.
4. Develop, facilitate and encourage support groups. Provide working with partners and directly if necessary.
5. Develops and amends Area Agency on Aging Plan annually.
6. Develops RFP's and RFQ's for delivery of services.
7. Evaluates proposals received for possible funding.
8. Serves as committee member for various committees.
9. Monitors contracts to ensure compliance with state and federal regulations.
10. Assist with communication to service providers and KIPDA staff as new initiatives and programs are implemented once finalized and funds awarded.

11. Facilitate development of new grant and funding opportunities that align with the mission of the Division and expand opportunities for services in the KIPDA region.
12. Work closely with the Division Director and Division staff to effectively implement a process to maintain a record of new awards, amendments to contracts and agreements.
13. Prepare and maintain a summary of programs, services and updated contact information for staff and ADRC use throughout the year. Acts as liaison between community concerns, including special interest groups and KIPDA.
14. Coordinates, disseminates and interprets information to and from government resources to public, private and other agencies working to address the changing needs of the caregivers, grandparent and relative caregivers and the aging population.
15. Participates on regular and/or ad-hoc state and local projects to resource development, service delivery, planning, administering and organizing programs for caregivers.
16. Gives presentations and guest lectures to schools and universities on various topics related to caregiving as requested.
17. Staffs community committees, advisory committees as required.
18. Prepares reports on both regular and ad-hoc basis.
19. Answers calls from the public and provider agencies concerning programs, data and resources in the field of gerontology; especially as it relates to caregiving.
20. Coordinates training programs for professionals and paraprofessionals in the field of aging.
21. Develops and maintains computerized client tracking system.
22. Maintain community involvement to identify community health needs and enhance working relationships with community resources, groups and individuals.
23. Develop community partnerships and alliances to benefit the work of the community as it relates to the populations served and targeted, as well as specific needs and focus areas.
24. Utilize customer service skills and training, establish and maintain relationships with local groups/agencies.
25. Performs other duties as required.

Non-essential: None.

DESIRABLE QUALIFICATIONS

Training and Experience: Bachelor's Degree (Master's Degree preferred) in Social Work, Human Services, Gerontology, or related field supplemented by two years' related work experience.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Thorough knowledge of the federal and state laws and administrative regulations and/or guidelines governing the Older Americans Act, HomeCare, Adult Day Health Care, etc.
2. Thorough knowledge of national, state, and local aging networks.
3. Knowledge of caregiver issues, concerns, problems, needs, etc.
4. Knowledge of management techniques, federal and state guidelines and grant programs which concern elder services.

Skills:

1. Skill in the interpretation and application of laws and regulations for senior programs.
2. Skill in working and communicating with people in distress; especially over the phone; good phone etiquette.
3. Skill in the preparation of detailed reports and plans.
4. Skill in negotiating and executing agreements/contracts.
5. Skill in computers and applicable software.
6. Skill in grant writing.

Abilities:

1. Ability to establish and maintain effective working relationships with older adults, community representatives, public and private sectors, other agencies, staff and elected officials.
2. Ability to communicate effectively both orally and written.
3. Ability to work well under pressure and against frequent deadlines.
4. Ability to negotiate and execute agreements/contracts.

ADDITIONAL REQUIREMENTS:

Instructions: Somewhat general; many aspects of work are covered specifically but must use own judgment as well.

Processes: Position requires occasional different courses of action, or deviation from standard operating procedures to accomplish the job.

Review of Work: Supervisor reviews work as needed.

Analytical Requirements: Assignments frequently involve decisions based on a wide knowledge of many factors.

Tools, Equipment and Vehicles Used: Normal office equipment (computer, copier, telephone, fax machine, etc.); must operate vehicle as a job requirement.

Physical Requirements of the Job: Work is typically performed while sitting at desk or table in a temperature-controlled environment with intermittent standing, stooping and walking; must lift light objects (less than 25 pounds) as a job requirement; must operate a vehicle as a job requirement.

Contacts: Frequent public and private contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Moderate.

Interruptions: Frequent.

Special Licensing Requirements: Must possess and maintain a valid driver's license.

Availability: N/A

Certification Requirements: None.

Additional Requirements: None.

Overtime Provision: Exempt.

EOE