

Employee: _____

**Semcac
Job Description**

Job Title: Senior and Caregiver Advocate (Access Assistance Program)
Department: Senior Services
Reports To: Senior Services Director
FLSA Status: Non-Exempt
Prepared By: Debbie Betthausen/Jeff Wyant
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Revised Date: 3/18/2013, 5/31/17, 5/9/18
Reviewed Date: 12/25/10, 12/10/14, 5/31/17 1/25
Approved By: Terry Erickson, Pat Georgens, Jeff Rogness
Approved Date: 07/19/05, 3/22/13, 6/8/17, 5/9/18, 1/25

SUMMARY

Counsels and aids caregivers and their care receivers requesting assistance by performing the following duties in two designated Counties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following: Other duties may be assigned, as required by the ever changing environment of service and funding source requirements.

Provides basic information and assistance to aid caregivers with understanding the health and community-based service systems, including health insurance, benefits, and community resources.

Meets with Senior Services Director on an as needed basis to plan activities, and maintains contact with staff via e-mail, telephone and one-on-one meetings.

Secures information such as medical, psychological, and social factors contributing to the situation of the caregiver and care receiver, and evaluates these factors and the capacities of the caregiver and the care receiver through an in-home assessment.

Develops a care plan with the caregiver that wraps the service needs of the caregiver around those of the care receiver.

Assists caregivers in identifying their needs, while supporting their self-determination in decision-making.

Counsels caregivers both individually and with the care receiver regarding plans for meeting needs, utilizing their strengths and connecting to community resources.

Assists with the completion of applications for assistance, arranging services, and communication across systems.

Refers caregivers to community resources and other organizations and establishes and participates in caregiver support groups as needed.

Provides periodic telephone contact with the caregiver to reduce isolation and provide ongoing assistance and encouragement.

Compiles and maintains records on computer, prepares reports electronically, and utilizes e-mail.

Maintains confidentiality of all data.

Accesses and records caregiver and community resource information.

Seeks out, builds and maintains cooperative working relationships with other community agencies to assure coordination of services.

Completes required documentation of each caregiver contact, so that funding source requirements are met.

Attends County Senior Provider meetings, so that you remain familiar with the services of other providers and can refer seniors appropriately. .

Attends all required meetings and trainings in order to stay current with senior issues and service requirements.

Works collaboratively with in-agency programs, other senior service providers, and Human Service Agencies to build partnerships for better serving seniors without duplicating services.

SUPERVISORY RESPONSIBILITIES

No direct supervision of other employees, but indirectly supervises volunteers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TECHNOLOGY

Must be proficient in Microsoft office software. Must have experience with internet applications.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A.) in Social Work or a related field from a four-year college or university. One year related experience and/or training preferred.

PROFESSIONAL DEVELOPMENT

The employee must be willing to engage in professional development efforts as available for the position and requested by their supervisor.

ACCOUNTABILITY

The employee in this position will be expected to have a pleasant demeanor, a positive attitude, and a team commitment. The employee in this position is accountable to the Senior Services Director for completion of assignments, high standards of accuracy, attention to detail, and timely completion of assignments and tasks.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentage, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Social Work License preferred.

OTHER REQUIREMENTS

Must have access to reliable transportation and be willing to travel locally approximately 75% of the time.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk and use hands to finger, handle, or feel. The employee is occasionally required to stand; reach with hands and arms; stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, extreme cold, and extreme heat. The noise level in the work environment is usually moderate.

SEMCAC RESERVES THE RIGHT TO REVISE OR CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

SEMCAC IS AN EQUAL OPPORTUNITY EMPLOYER.

DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED ABOUT THE REQUIRMENTS DESCRIBED IN THIS JOB DESCRIPTION.

Are you capable of performing, in a reasonable manner, with or without reasonable accommodations, the activities described in the job description?

Please check one: _____ Yes _____ No

Employee signature

Date

Supervisor's Signature

Date

Director's Signature

Date