

Position Title: Dementia/Caregiver Support Specialist

FLSA Status: Non-exempt

Reports to: ADRC Unit Director

Pay Grade: 10

Department: Human Services

I. Position Summary

This position description has been prepared to assist in evaluating duties, responsibilities, and skills of the position. It is not intended as a complete list of specific responsibilities and duties, nor is it intended to limit duties to those listed.

This is a skilled position that requires independent judgment and discretion, as the employee works under general supervision. The Dementia/Caregiver Support Specialist provides information, assessments, consultation, assistance and advocacy to those affected by dementia and/or their family/informal caregivers. The position works collaboratively to develop referral protocols with local, regional, and statewide dementia organizations.

II. Essential Duties and Responsibilities

- Develop referral relationships with physicians, dementia diagnostic clinics and other health and long-term care providers.
- Provide dementia-specific consultation and technical assistance related to cognitive screening and individual and family caregiver issues to adult protective services agencies (APS), crisis response systems, county/tribal aging offices, ADRC staff members, and other agencies, as requested.
- Provide at least two approved evidence-based or evidence-informed interventions, one specifically designed for family caregivers, as part of ongoing activities. Maintain fidelity to the intervention model and accommodate families' schedules for meetings (e.g., evenings and weekends, when necessary).
- Provide volunteer training and guidance to expand the reach of the goals of the Dementia Care Specialist Program.
- Collaborate actively and develop referral protocols with local, regional, and statewide dementia organizations including: the Wisconsin Alzheimer's Institute, the Alzheimer's Association chapters, and the Alzheimer's and Dementia Alliance of Wisconsin.
- Offer and provide person-centered support when memory screens are positive to assure opportunities for follow-up with primary care provider are available in accordance with the individual's preferences.

- Offer and provide short-term service coordination for individuals with dementia and/or their caregivers. Coordinate with other ADRC, county/tribal aging unit(s), APS and other county staff members and be available for joint or independent home visits.
- Serve as a catalyst for developing and implementing strategies to create and sustain dementia-friendly communities in the ADRC service area.
- Provide outreach and awareness to professionals, employers, organizations, and the general community about the ADRC and available dementia services.
- Maintain current knowledge of dementia, research findings, new evidence-based interventions, and other innovations for people living in the community.
- Participate actively in DCS statewide and regional meetings, training programs, and conference calls. Assist colleagues by sharing experiences. Provide conference workshops as requested and appropriate to increase the awareness of dementia and services available.
- Complete 100%-time reporting, collect and report program data, and contribute to DCS program evaluation.
- Oversee the National Family Caregiver Support Program
- Complete all other job duties as assigned.

III. Related Job Functions

- Responsible for working safely and following safety practices and standards.
- Establish and maintain effective working relationship with co-workers, general public, community resources and county/government officials.
- Performs related work as required or directed.
- Responsible for reporting and/or correcting any existing or potential safety or accident hazard.
- Attends staff meetings, trainings, conferences, & meetings to keep abreast of current changes.
- Maintains consumer rights and confidentiality of consumer information.
- Performs related work as required or directed.

IV. Physical Demands

- 20% - Sits at desk, 75%-hearing, near vision and typing and data entry, or other office machines. 75% - Talks to clients, callers, department staff. 10% - Walks, stands, bends, reaches, and moves about the office intermittently throughout the day. 25% - Handles telephones, papers and manuals, etc., lifts files, copy paper and other office materials. In unusual situations it is necessary to stoop, kneel and bend/twist. There is the threat of physical attack or injury from clients/animals in unusual situations. Involves potential and/or direct exposure to blood or bodily fluids. Uses automobile, telephones, copy machines, computers, fax machines, camera, and television equipment. Uses independent judgement.

V. Education and Training Requirements

- A Bachelor of Arts or Science degree is required, preferably in the health or human services related field.
- At least one year of full-time experience working directly with multiple people with dementia and/or family/informal caregivers (e.g., providing direct care, caregiver support, support group facilitation, residential care management, home care).
- Expertise and knowledge regarding older adults, dementia, dementia care and support, family and informal caregiver needs, and challenging behaviors.
- Skills and experience in facilitating small group learning and discussion programs.
- Experience with family caregivers of people with dementia and family dynamics.
- Experience in developing collaborative relationships, preferably with community organizations and health care professionals.
- Competence in public speaking and engaging community members and professionals.
- Experience in program development, implementation, and creation of reports.
- The ability to provide culturally competent services and supports.
- The ability to function independently and be resourceful in the roles undertaken.
- The ability to adjust work hours to meet with program participants and to provide community and employer outreach and educational programs.
- Basic computer skills, including ability to record and report program data and information.
- Possession of a valid driver's license and reliable transportation with adequate auto insurance to meet minimum County requirements, or access to reliable transportation for city and rural travel desirable.