Job Description

Job Title: Caregiver Support Coordinator
Responsible to: Vice President of Program Development

Responsibilities:
The Caregiver Support Coordinator is responsible for developing and implementing the Caregiver Outreach Support Program, a new program within the Helpline Center. The goal of the program is to provide support and connections to those in a caregiver role. Program components include develop an outreach plan to promote the program, provide scheduled outreach calls with caregivers, complete required informational forms during calls, track research data, compile necessary reports and maintaining communication with funding partners.

Job Requirements:
- Ability to effectively engage and establish connections with the caregiver and older adult population
- Bachelor’s degree in human service or demonstrated experience in social services
- Knowledgeable of social service programs for older adults
- Demonstrated interest/skills in human services
- Strong oral and written English language skills
- Strong organizational skills
- Interest in program development
- Offers of employment contingent upon acceptable background check

Personal Qualifications:
- Ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups, especially the older adult population
- Strong desire to provide non-judgmental, appropriate assistance to persons in need
- Ability to effectively deal with complex issues
- Ability to establish and maintain effective working relationships with program staff and service providers

Specific Responsibilities:
A. Develop and implement the Helpline Center’s Caregiver Outreach Support Program
   1. Develop program policies and procedures in accordance with the Helpline Center’s policies and procedures
   2. Create and implement an outreach plan to announce the program and recruit caregivers to the program
   3. Collaborate with local community programs working in the same program area to ensure all caregiver resources are available
   4. Provide scheduled outreach calls to program participants.
   5. Complete necessary forms and documentation for each call.
   6. Provide required reports regarding the grant project.
   7. Track data from grant activities.
      a) Complete evaluation documents in an accurate and timely manner
B. **Respond to inbound calls/texts to the call center**
   1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
   2. Answer and provide appropriate assistance for information/referral calls following policies and procedures.
   3. Answer and provide appropriate intervention/assistance for listening/support calls/texts following policies and procedures.
   4. Answer and provide appropriate intervention for crisis/suicide calls/texts following policies and procedures. Prevent suicides by intervening with emergency personnel as needed.
   5. Answer and provide appropriate intervention and information for contract calls. Be knowledgeable about all contract specifications.
   6. Document calls correctly into computer tracking system according to procedure.
   7. Complete suicide and community surveys according to procedure.
   8. Ask callers for suicide follow-ups and community surveys according to procedure.
   9. Identify active callers and follow appropriate directives as listed in the active caller profiles.
   10. Serve as an on-call member in the rotation throughout the entire calendar year and during at least one major holiday of the year.
   11. Help provide coverage or other needed assistance during times of disaster.

D. **Maintain awareness of Helpline resources**
   1. Attend all scheduled staff meetings, and in-service meetings.
   2. Complete ongoing training assignments as required.
   3. Review email, announcements, resource books, manuals and national directories during each shift worked.

E. **Professionalism**
   1. Support and carry out the mission of the agency.
   2. Follow agency policies, including personnel and programs.
   3. Participate in the agency, demonstrate team participation and a workplace philosophy that enriches staff’s ability to reach goals and provide high level of customer service.

F. **Additional Duties**
   1. At times, staff will be required to perform additional duties beyond those specified.

Hours: Approximately 30 hours/weeks – primarily daytime hours. This position is a grant funded position for the period of 12 months and will end in 2021, unless an alternative funding source is identified.