



**JOB TITLE:** Care Coordinator

**JOB CODE:** 151

**FLSA:** Non-Exempt

**PREPARED:** June 2017

**UPDATED:** November 2017

**Summary:** Under strategic guidance from the Area Agency on Aging Program Manager, the Care Coordinator works to establish relationships with caregivers in order to assist individuals in coordinating and facilitating access to education, training and Family Caregiver Support Program services in a timely manner. Works with case managers to assure appropriate services and resources are identified, planned, obtained, provided, recorded, monitored, modified when necessary and/or terminated. Exercises independent judgment to assure programmatic goals are met and assists the Program Manager in achieving defined program outcomes.

**Essential Job Functions:** *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Coordinates and facilitates access to and the delivery of Family Caregiver Support Program services to the caregiver; reduces isolation by connecting family caregivers with natural support systems; provides information and referral services as needed to the caregiver and/or family members, the community and other agencies; makes referrals for Home and Community Based Services to appropriate AAA Case Managers for intake.
- Identifies caregiver needs and provides simple and or complex information in response to written, telephone, walk-in or electronic requests from individuals or community agencies.
- Identifies problems and or barriers which prevent the receipt of needed services and intercedes on behalf of the individual.
- Follows up with individuals as appropriate to determine if services from other referred service providers have been received by the individual.
- Disseminates information to the public about Information and Referral Services.
- Assists with the maintenance of resource directories for human and social services in the four-county region.
- Works to identify funding sources and or partnerships necessary to establish and maintain 24-hour phone number for the designated geographic area.
- Coordinates and evaluates the effectiveness of AAA Case Management services.
- Accepts referrals for service for the Family Caregiver Support Program.
- Documents every referral provided to each individual for each identified need; organizes and maintains program files, reports and associated documentation.
- Monitors units of Family Caregiver Support Services utilized.
- Remains alert for signs of exploitation, abuse and neglect and follows the appropriate reporting requirements. Works with Adult Protective Services and other agencies to resolve abusive or potentially abusive situations.
- Establishes and maintains positive working relationships with Case Managers of AAA services, service providers, community agencies, and other regional partners.
- Works with local agencies to coordinate, organize and publicize Family Caregiver Education Workshops at the county level.
- Organizes additional caregiver trainings and workshops to supplement county-level Family Caregiver Education Workshops throughout the year.

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- Performs outreach activities to raise awareness and increase utilization of Family Caregiver Support Program services; participates in community education and prevention programs/activities.
- Adheres to all applicable regulations and program requirements.
- Performs other duties as assigned.

### **Desirable Knowledge, Skills, Abilities and Experience:**

- General knowledge of federal, state and local laws and regulations governing the program and services.
- Skill in establishing and maintaining effective working relationships with staff, regional partners and the general public.
- Skill in communicating effectively, both orally and in writing.
- Skill in analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and making recommendations in support of program goals.
- Skill in marketing, conducting outreach activities, promoting programs, services, and educational opportunities, and making public presentations.
- Skill in assessing the outcomes of program initiatives and making recommendations for improvement to ensure compliance with internal and external program requirements.
- Skill in data gathering and preparing a variety of reports related to program activities.
- Ability to maintain confidentiality of personal information collected from clients and employees.
- Ability to maintain excellent public relations, work tactfully, collaboratively, and diplomatically with others.
- Proficiency in reading, writing and speaking Spanish preferred.
- Ability to maintain records, prepare reports, and compose correspondence related to the work.
- Experience in organizing events, trainings and workshops.

### **Education, Experience, and Certifications:**

A bachelor's degree in Counseling, Social Work, Sociology, Psychology Nursing or other closely related field; a minimum of 3 years progressively responsible experience in the public or non-profit sector; or any combination of education, training and experience which provides the following ***required knowledge, skills and abilities***:

- Proven well-developed communication skills including written, verbal, and presentation skills - oral and written communications are clear, concise, and in an organized fashion using appropriate style, grammar and tone.
- Proficiency with the Internet and Microsoft Office (Word, Excel, and PowerPoint).
- Understanding of public sector and nonprofit organizations and ability to quickly understand key programmatic activities and challenges.
- Demonstrated ability to perform assignments in a timely manner with strategic guidance and minimal direct supervision and oversight to achieve desired outcomes.
- Demonstrated ability to learn, analyze and synthesize new information quickly and make decisions.
- Demonstrated experience handling multiple assignments and meeting deadlines with attention to accuracy and detail;
- Strong interpersonal skills with ability to develop and sustain effective collaborative working relationships with a variety of persons of various socio-economic and ethnic compositions, community organizations, other staff, and government agencies.
- Ability to obtain State of Arizona Level One Fingerprint Clearance Card.
- Must possess a valid State of Arizona driver's license.

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**Environmental Factors and Conditions/Physical Requirements:**

- Work is generally performed in a fast paced environment with frequent interruptions and irregularities in the work schedule.
- This position requires community work and travelling to and from various community locations and numerous office sites, occasionally requiring overnight stay, therefore the selected individual in this position must have the ability to travel, which may include operating a motor vehicle, using walkways, stairs, and/or elevators.
- Ability to lift up to 20 pounds.
- Ability to communicate by voice, use sight, and hearing.
- No special coordination beyond that used for normal mobility, operation of conventional office equipment, and handling of everyday objects and materials is needed to perform the job satisfactorily.

**Equipment and Tools Utilized:**

- Equipment utilized includes computerized and conventional office equipment.
- Must have access to reliable transportation and ability to demonstrate proof of vehicle insurance.

**Approvals:**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_ **Title:** **Care Coordinator**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:** **Randy Heiss** **Title:** **Executive Director**