



NIAAA Job Description

Job title: Caregiver/Client Services Coordinator

Reports to: Deputy Director

Job Summary:

This is a professional position, requiring teamwork and independent judgment in serving clients in NIAAA's service area. Clients include older persons age 60+; persons with disabilities 18-59; caregivers; and grandparents raising grandchildren. The employee works under the direction of the Caregiver Specialist but must exercise considerable judgment and initiative based on professional training and experience. The employee interacts in a consistently pleasant and helpful manner to clients, fellow employees, visitors and members of the public.

ESSENTIAL FUNCTIONS

- Utilizing the T-CARE Program for the nine-county service area and assisting caregivers in completing the process of entering their information, and follow up meetings;
- Assisting clients in obtaining benefits/services by:
 - Providing information on available benefits and services including long term care options;
 - Assessing clients and completing applications for various federal, state and regionally funded programs;
 - Advocating on behalf of clients on both an individual and systemic basis;
 - Helping develop, plan and coordinate new initiatives for clients which includes identifying gaps in services;
 - Collecting, promoting and disseminating client resource materials; and
 - Working as a part of a team to provide services to clients (which includes exemplary attendance).
- Assisting in monitoring of NIAAA's grantees;
- Providing technical assistance to NIAAA grantees; and
- Other duties as assigned by the Director of Services.

EXAMPLES OF DUTIES & RESPONSIBILITIES

- Reviewing and approving applications for Caregiver Respite and GAP services, GRF IIB GAP, and the Community Foundation's Family Crisis and Cronos Coin Funds;
- Providing presentations to groups and clients on NIAAA's services;
- Participating in local informational events (i.e. fairs, expos, etc.);
- Preparing reports related to project activities; and
- Serving on relevant committees, senior network groups, task forces, work groups, etc. as assigned.

QUALIFICATIONS

- Minimum of a Bachelor's degree in Human Services required, or
- Experience in social services for 2+ years.
- Experience in working with committees and groups.
- Public speaking, training and written communication skills.
- Ability to work as a team-member.
- Ability to travel within a nine-county area, and statewide if deemed necessary.
- Computer literacy, including the ability to work with Word, Excel, and Power Point.
- Flexibility and the ability to adapt to a variety of job requirements.
- Valid driver's license required.

Demonstration of Skills and Abilities

- Ability to use independent judgment
- Ability to evaluate, synthesize, and communicate information
- Ability to establish and maintain effective working relationships with staff members, other client services professionals and the public
- Ability to follow established agency procedures
- Ability to work efficiently and cope with emergency situations.

PHYSICAL REQUIREMENTS

The employee must be physically capable of carrying out all assigned duties:

- Emotional and physical health sufficient to meet the demands of the position
- Ability to sit for prolonged periods
- Ability to use computer for prolonged periods
- Ability to use office equipment

FSLA STATUS

The position is paid an annual salary.

The position is exempt.

BENEFITS

\$35 - \$40K annual salary, negotiable if exceeding degree or experience qualifications.

\$6000 / year health stipend, NIAAA does not offer health insurance.

34-hour work week.

2 Weeks paid vacation – first year, 3 weeks in year 2, 4 weeks in year 3.

1 Paid sick day / month, 12 per year.

3 Paid personal days / year.

13 Paid holidays.