

**Department:** Area Agency on Aging  
**Reports to:** Director of Aging and Volunteer Services

### General Statement of Duties

Family Caregiver Support Program management, including program planning, development implementation and evaluation, and direct services in support of family caregivers for Land of Sky Regional Council's Area Agency on Aging.

### Distinguishing Features of the Class

An employee in this class is responsible for management of this program which involves developing, implementing and tracking the program section of the Area Agency on Aging Work Plan, leading the various programs and services and resource development, assessing programs needs and developing/initiating new or expanding services in partnership with local agencies, advising and advocating for the program with the Director, local planning committees and agencies, human resource professional and varied aging county advisory councils, community groups and at the state level. Work involves budget development, allocation and monitoring, research, outreach, education and training, public presentations, information sharing and referral, and grant writing. Works requires sound judgment and initiative, and decision-making, problem-solving, and organizational and communication skills. Discretion, confidentiality, and sensitivity to the needs and stresses on caregivers are necessary in performing the duties. Public contact is extensive and requires tact, diplomacy and firmness in given situations. Work is performed under the general supervision of the AAA and Volunteer Services Director and is reviewed through discussion, reports, budget management, feedback and observation.

### Duties and Responsibilities

#### Essential Duties and Tasks

- Develops, allocates funds across the four counties; monitors and manages funds to assure funds expended.
- Manages contracts with providers; determines application process and announces; reviews applications and prepares contracts; handles all notification with grant recipients and others; meets with contract providers and reviews contract requirements and reporting; monitors providers for contract compliance.
- Ensures adherence to administrative program requirements.
- Develops, implements and tracks the Land of Sky Regional Council Area Agency on Aging Work Plan for the Family Caregiver Support.
- Leads Family Caregiver Program and resource development efforts.
- Assesses the need for expansion of existing services and initiate new ones working partnership with local agencies.
- Determines and advises the Director, local planning committees and agencies on caregiver support priority needs and issues and new or expanded strategies.
- Advocates for program needs, resources, and new strategies with the Director, with county planning/advisory committees; collaborates with the State Division of Aging, other Regional program managers and community officials and professionals to design, develop and strengthen the Region's Family Caregiver Support Program.
- Networks with other department program professionals, local agency professionals, advisory and planning communities, aging community groups and others to build relationships and provide on-going avenues of communication regarding caregiver support issues and promotion of the program.
- Works closely with the Program Advisory Committee; provides list of potential committee members – family caregivers/volunteers from across the four counties; seeks input from various service providers and caregiver groups and local agencies.
- Promotes the program through networking, Family Caregivers Support Advisory Committee, printed flyer, website, making presentations; writes newsletter articles for the newspaper; collaborate with other agencies and foundations.
- Provides information counseling and access assistance for family caregivers both one on one discussion and through attendance at meetings, conferences and presentations; makes referrals to agencies such as Social Services, Council on Aging, elder care attorneys, etc.; assists caregivers in problem-solving and thinking through disease and disability progression and problems and developing a plan for themselves on how will handle/address.
- Develops, organizes and provides educational and training programs; makes presentations on widely varying

topics related to caregiving; plans workshops and conferences; teaches the evidence based and other training programs for caregivers.

- Develops and facilitates caregiver support groups.
- Advocates for policies that create a coordinated, comprehensive service delivery system that supports family caregivers.
- Responds to requests for information from public officials, consumers and providers.
- Prepares and submits programmatic reports to the Advisory Council on Aging, the Land of Sky Regional Council policy board and the North Carolina Division of Aging and Adult Services.

#### Additional Job Duties

- Perform other duties, as directed.

### Recruitment and Selection Guidelines

#### Knowledge, Skills And Abilities

- Thorough knowledge of older adult needs and of family caregiver responsibilities, stresses, issues and needs.
- Considerable knowledge of program, services, and techniques that are effective support approaches beneficial to caregivers of the elderly and disabled.
- Considerable knowledge of the functions and procedures of human service agencies and services they provide and of federal agencies as Social Security.
- Working knowledge of and skill in utilizing personal computers and Windows work processing, spreadsheet, database and Iris software.
- Ability to interpret and apply public policies and grant regulations to ensure programmatic and fiscal compliance.
- Ability to work independently, organize and analyze information, manage time effectively and productively and to prioritize work.
- Ability to maintain confidentiality of consumer/client data and other sensitive matters.
- Ability to use judgment and make sound decisions independently.
- Ability to communicate effectively in oral and written forms; to present information clearly and concisely.
- Ability to speak with, develop, and secure multiple financial and programmatic resources from both public and private funding sources.
- Ability to work effectively with family caregivers from varied socioeconomic backgrounds.
- Willingness and ability to work extended schedules.

#### Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.
- Function in highly stressful circumstances.
- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

#### Physical Requirements

- Must be able to perform the basic life operational skills of fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, otherwise move objects.
- Must have visual acuity to prepare and analyze data and figures, to operate a computer and to read extensively.

#### Desirable Education And Experience

- Graduation from an accredited university or college with a Master's Degree in gerontology, social work, sociology, public policy or other closely related field and considerable (minimum of five years) experience in aging and long term care; or an equivalent combination of experience and training.

#### Special Requirements:

- Possession of a valid North Carolina driver's license and access to a car on a regular basis that may be required in the performance of work.