

### **CAREGIVER RESOURCE SPECIALIST**

**DEFINITION:** Under general supervision, performs work of considerable difficulty in planning, developing, monitoring and coordinating family caregiver support services; provides support services and information and assistance to caregivers, counseling, support groups, respite and other home and community based services to families caring for older individuals; establishes policies, procedures and guidelines; exercises independent judgment within statutory requirements; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This listing is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

#### **TASKS:**

Develops, reviews and evaluates program monitoring and evaluation policies and procedures to ensure compliance with federal, state and local guidelines; develops and implements policies, procedures, service specifications and methodologies; provides technical assistance and guidance to caseworkers; monitors and evaluates program activities, program staff and service delivery to ensure that caregivers are being served-effectively and in a timely manner; oversees and assures program contracts are in compliance with terms and conditions; prepares contract documents.

Conducts participant surveys to evaluate contract compliance, client satisfaction and quality care; interprets and analyzes monitoring and evaluation findings; performs data analysis to arrive at study conclusions; prepares monitoring reports and corrective action recommendations; prepares required correspondence; conducts follow up on corrective action recommendations; coordinates and supports nationwide networks through collaborative projects, education and resource sharing; provides individual counseling services and networking with health agencies in order to provide gerontological professional services to caregivers; coordinates with senior center facilities to provide referral to counseling services within the communities.

Develops training materials and provides program orientation and training; develops informational articles on caregiving and caregiver support; makes presentations on caregiving and other aging-related issues; assists in the development and implementation of services for communities; develop proposals; assists in the development and implementation of a plan designed to meet the needs and concerns of respite clients and caregiver providers; recruits and selects caregivers providing respite care services; assists in the preparation of appropriate documents for travel reimbursements and payment of volunteers; develops and maintains a case management system to assure proper reporting of caseloads and activities; identifies issues and trends having an impact on older individuals.

#### **KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:**

Knowledge of principles, practices and techniques as they relate to human services.  
Knowledge of program regulations, policies and procedures.  
Knowledge of data collection and analysis, and social service research methodologies  
Knowledge of basic principles and techniques of program evaluation.  
Knowledge of program compliance requirements.  
Skill in interpreting applicable laws, ordinances, regulations, policies and procedures.  
Skill in effectively presenting information.  
Skill in establishing and maintaining effective working relationships.  
Skill in recognizing the diversity of the client base for social services.  
Skill in exercising discretion and independent judgement/action.

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Skill in communicating effectively both orally and in writing.  
Ability to communicate effectively in the Navajo language with elders.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves a minimum of physical efforts in an office setting with frequent travel.

**MINIMUM QUALIFICATIONS:** A Bachelor's degree in Human Services, Sociology, Social Work or related field; and two (2) years experience in the area of human services planning, monitoring and/or contracts; or an equivalent combination of education, training and experience which provides the capabilities to perform the described duties.

**SPECIAL REQUIREMENTS:** Must possess a valid state driver's license and a Cardiopulmonary Resuscitation (CPR) Certificate and First Aid Certificate.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.