

CARE CONSULTANT

DEPARTMENT: Aging Resources
SUPERVISOR: VP of Aging Resources

Approved by: Chief Operating Officer

Date: March, 2021

FLSA: Exempt

POSITION SUMMARY

Manage Senior Services participation in PCORI grant-funded research project, looking at dementia care interventions in the community setting. Deliver BRI Care Consultation program by telephone to include assessments at required intervals, development of action plans, follow-along/case management and assistance and appropriate resource and program referrals. Responsible for tracking participant needs and interactions, and documentation and reporting as required. Maintain compliance with all research and evidence-based program protocols. Engage in marketing, create awareness of BRI Care Consultation within the organization and community, and maintain a working knowledge of community services, resources and benefits. Assist with Aging Resources departmental functions as needed.

QUALIFICATIONS**Education, Experience, Training:**

Bachelor's degree in human services, social work or gerontology, Master's level preferred. Experience in aging services is required. Strong knowledge of community resources and case management experience preferred.

Knowledge, Skills, Ability:

- Excellent customer service, communication and listening skills
- Organizational and multi-tasking skills
- Ability to handle sensitive information in a confidential manner
- Excellent computer and data entry skills

Physical Requirements:

Sedentary work with some lifting of up to 30 pounds. Repetitive motion, close visual acuity, talking, listening. Not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS

75% Handles telephone calls and ongoing care management and consultation for PCORI research participants; assesses needs and provides appropriate referrals and ongoing assistance as needed; works with families to develop and execute action plans and documents each interaction in the BRI system; makes follow-up calls as needed; mails out packets of information in response to caller needs and questions.

20% Coordinates Senior Services participation in PCORI research project; attends required meetings and trainings in-person or by telephone/webinar; stays abreast of changing conditions and requirements and disseminates information to organization about research requirements and protocol. Assists in assessing the needs of study participants as their time in the research project comes to an end and connects them to appropriate community support services.

5% Works with Aging Resources team to meet community needs; creates and maintains fact sheets and publications on aging topics for callers; researches, collects and organizes information about aging services, community resources and providers; maintains databases and files; participates in health fairs, presentations and department meetings; assists in preparing department reports; engages with and provides direction to volunteers and interns as needed; other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Responsible for own work and helps to manage the workflow of volunteers and interns.

AUTHORITY/ACCOUNTABILITY

Responsible for providing quality customer service including thorough screenings, appropriate referrals and accurate documentation; must maintain compliance with research standards and all program procedures and protocols, including confidentiality and HIPAA guidelines.

PROBLEM SOLVING

Resolves issues of caller needs and appropriate referrals.