



Northern California & Northern Nevada
OPEN POSITION ANNOUNCEMENT

POSITION TITLE:	Family Care Associate
DEPARTMENT:	Program
REPORTS TO:	Site Director, Fresno Office
STATUS:	Exempt, Full-Time

OVERVIEW

The mission of the Alzheimer's Association is to eliminate Alzheimer's disease through the advancement of research; to provide and enhance care and support for all affected; and to reduce the risk of dementia through the promotion of brain health. Founded in 1981, the Northern California and Northern Nevada Chapter operates out of its main office in San Jose, California with regional offices in 10 other locations. This full-time, exempt position is based in the Fresno, California office.

BASIC FUNCTION

Under the direction of the Site Director, the Family Care Associate is responsible for providing direct assistance to Alzheimer's families and to build collaborative relationships with other community health and social service organizations. The Family Care Associate is responsible for the delivery of Helpline services, including ongoing recruitment and supervision of Helpline volunteers who provide follow up to our constituents. The Family Care Associate is responsible for presenting educational programs on Alzheimer's and related disorders and providing support for outreach and education programs. The Family Care Associate works closely with the Fresno Site Director and the San Jose Chapter Leadership Staff to assure smooth and efficient office operations. The Family Care Associate will also help ensure office coverage and act as gatekeeper in welcoming guests and callers and directing them to the appropriate staff or volunteer.

ESSENTIAL JOB RESPONSIBILITIES

Community Outreach & Education Programs (40%)

- Present educational programs on Alzheimer's and related disorders to family caregivers, community groups and organizations
- Identify opportunities to collaborate, offer educational programs and further develop relationships with community providers to promote awareness of Alzheimer's Association and our services
- Track and report monthly statistics to Site Director for County of Fresno, Madera, Merced: Helpline, Care Consultation, Caregiver Training, Support Groups, Community Education, volunteer hours and Outreach Programs
- Assists with annual education conferences and professional trainings and manage conference registrations in Personify Database
- Respond to community requests and coordinate volunteers to help staff health fairs and community events; assist with staffing when needed

Helpline and Family Services (30%)

- Respond to Helpline calls and walk-in requests, assess needs of family caregivers, provide information and referral and/or care consultation and monitor cases for follow-up as needed
- Assist with care coordination with health and social service workers
- Document all Helpline intake and follow-up calls
- Enter data on services provided into Personify database
- Recruit, supervise and train Helpline volunteers so that they are adequately prepared to answer/make calls to family caregivers. Review Helpline forms, progress notes and assist volunteers with cases on a regular basis

- Provide ongoing education to Helpline volunteers on new materials, resources, etc.

Public Awareness and Volunteer Coordination (10%)

- Respond to a wide range of incoming calls and emails; provide accurate and timely information or direct inquiry to the appropriate person
- Manage calendars for work station occupancy and for conference rooms
- Forward invoices and donations to Chapter office; Process team and participant funds that are turned into the office; make bank deposits when required
- With the assistance of Site Director, expand volunteer participation in the Fresno Site Office with special focus on strengthening the Program Services Committee
- Assist with recruitment, orientation, placement, recognition and evaluation of volunteers in the Fresno Site Office and ensure tracking of volunteer hours
- Oversee facility operations and maintenance of office equipment
- Maintain inventory of office supplies; order new supplies and make purchases as needed.
- Suggest improvements to processes and systems
- Update support group lists and education program listings in databases; including Personify and Community Resource Finder

Public Policy and Advocacy (10%)

- Provide information and follow up to Advocacy volunteers for meetings, events and legislative visits and provide important notifications via phone and e-mail as needed
- Provide legislative support for and attend local and other statewide or national policy meetings as directed
- Create documents for advocates, plan and arrange meetings and agenda for the Policy Committee

Special Events (10%):

- Screen and route calls from The Longest Day and Walk to End Alzheimer's participants needing assistance to appropriate staff
- Process team and participant funds that are turned into the office
- Provide administrative support to Special Events Manager(s) and other event staff

CULTURE OF COLLABORATION

- Fully engage in a culture where team collaboration is more highly valued than individual achievement
- Work as a team to accomplish, if not exceed, organizational goals in the National Strategic Plan
- Participate in Walk to End Alzheimer's staff team and personal fundraising goals
- Work at least one weekend in the fall for the Walk to End Alzheimer's
- Respond to public policy calls to action & participate in advocacy days
- Enhance our culture of diversity and inclusion in all aspects of the job

KEY EDUCATIONAL/PROFESSIONAL REQUIREMENTS

- Bachelor's degree required, master's preferred in gerontology, social work, public health or related subject
- Experience with Alzheimer's disease, caregiving or aging issues
- Familiar with community services, dementia services, care-giving issues, difficult behaviors, latest research, and the role of education, public policy, and technology in the future of dementia care
- Care management and case documentation skills: ability to evaluate, care plan, refer to resources, monitor and terminate cases
- Ability to respond to emotional concerns of family members
- Ability to work with diverse communities and demonstrate inclusion

- A minimum of 2 years of office administration experience required
- Computer: Microsoft Office Suite, Google email and database management and Excel experience required
- Excellent verbal, written, communication skills
- Ability to work professionally and demonstrate excellent customer service, both internally and externally
- Well organized and detail oriented with consistent and timely follow through
- Ability to multi-task and prioritize work
- Strong public speaking skills with the ability to speak to diverse audiences
- Familiarity with related community services and agencies
- Bilingual-Bi-literate preferred (Spanish)

KEY PROFESSIONAL ATTRIBUTES

- Self-starter, independent worker and willing to take initiative
- Strong customer service skills, both internal and external
- Proactive approach to problem solving, willing to pitch-in where help is needed
- Excellent listening skills; friendly and helpful with all callers, visitors and staff
- Builds effective relationship with staff, volunteers and community partners
- Willingness to work some evenings and weekends for special events
- Willingness to travel to the Bay Area
- Able to work compassionately with persons with dementia or memory loss and their care partners
- Flexible, easily adapts to rapidly changing circumstances
- Desire to help families cope with Alzheimer's disease and related dementias
- Able to work well independently and with others
- Commitment to continuous quality improvement
- Able to effectively manage seasonal changes in workload
- Good judgement in determining how best to handle a variety of situations

BENEFITS

The Alzheimer's Association offers comprehensive medical, dental, vision and life insurance. Additional benefits include paid vacation, paid sick time off, and a 401(k) retirement plan with matching funds. Be a part of a great work culture!

EQUAL OPPORTUNITY STATEMENT

The Alzheimer's Association of Northern California and Northern Nevada is an equal opportunity employer; we seek broad diversity in the makeup of our staff and volunteers and we strongly encourage minority candidates to apply. This position is not eligible for visa sponsorship.

HOW TO APPLY

- Submit cover letter and resume to HR@alznorcal.org
- State Job# 1163 and your name in the subject line
- Use only MS Word attachments
- Please do not call regarding the status of resumes
- Qualified candidates will be contacted regarding next steps