



**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Caregiver Support Coordinator	<u>CLASS NUMBER:</u> 70223.1	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Office on Aging	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N13	<u>POSITION CONTROL #:</u> 111012
<u>POSITION LOCATION:</u> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Social Services Supervisor (111011)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> n/a		

CLASSIFICATION PURPOSE:

The primary purpose of the Caregiver Support Coordinator classification is to review and process Caregiver Support referrals. In addition, the Caregiver Support Coordinator will establish contractual relationships with the community based service providers who provide program services in accordance with the National Family Caregivers Contract.

JOB DUTIES:

Approve and arrange services for referrals and provide approval to providers. Assess and refer client to appropriate community agencies and intra-agency programs. Review and evaluate effectiveness and quality of service providers. Make changes in providers as necessary. Approve funding and services for clients as outlined in the National Family Caregiver Contract. Monitor the annual budget of the program. Receive and review monthly reports on spending. Generate reports for Fiscal Department. Input billing data into Q Case Management Software. Process incoming invoices for services provided.

Maintain client and program documentation and electronic files via Q Case Management Software. Document, prepare and input monthly data for the Social Assistance Management System (SAMS) and the National Aging Program Information System (NAPIS) Reports and Grantor. Complete quality improvement requirements for the program as outlined in annual audit. Attend meetings and distribute new information and/or changes in programs. Conduct presentations to promote educational, professional and community awareness to improve understanding and service delivery of program. Maintain data to monitor community needs as it relates to Caregiver Support outreach activities. Collaborate with internal staff to provide outreach support for the FCOA's needs assessment & strategic planning process.

Prepare reports, case summaries, and documents for supervisory review. Attend internal and external staff meetings. Assist in the development of training materials and policies and procedures.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of budgeting; supervision, public relations; agency policy and procedures; government structure and process. Skill in word processing; equipment. Ability to carry out instructions in written, oral or picture form; apply principles to solve practical, everyday problems; deal with some abstract but mostly concrete variables; deals with problems involving several variables in familiar context; define problems, collect data, establish facts and draw conclusions; complete routine forms; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; prepare and deliver speeches before specialized audiences and general public; develop complex reports and position papers; gather, collate and classify information about data, people or things; handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor's degree in human services or related field with two (2) years of social service or related experience; or any equivalent combination of training and experience.

Additional Requirements

No special license or certification is required.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date