

Florence County Job Description

Position Title: Dementia Care Specialist

Department: ADRC/Aging Unit

Reports To: ADRC Director

FLSA Status: Full Time (17.5 hours per week)/Non-Exempt – combined position with Information & Assistance Specialist

Salary Range: \$19.00 - \$24.00

Salary Grade/Level: 8

Position Summary:

The Dementia Care Specialist (DCS) will provide support to individuals with dementia and their caregivers, in order to ensure the highest quality of life possible while living in the community. The DCS will provide services such as memory screening, person-centered support, access to public and private programs and benefits, advocacy and outreach activities. The DCS will connect with community partners to incorporate dementia friendly initiatives and support the Aging & Disability Resource Center of Florence County (ADRC) with ongoing training and content expertise.

Essential Functions:

- Develop referral relationships with physicians, dementia diagnostic clinics and other health and long term care providers.
- Serves as the ADRC lead for Dementia/Memory Screens and as such, provide dementia-specific consultation and technical assistance related to cognitive screening and individual and family caregiver issues to ADRC staff members, adult protective services (APS) agencies, crisis response systems, and other agencies, as requested.
- Provide evidence-based or evidence-informed interventions. Maintain fidelity to the intervention model and accommodate families' schedules for meetings (e.g., evenings and weekends, when necessary).
- Provide training and guidance to expand the reach of the goals of the Dementia Care Specialist Program.
- Collaborate actively and develops referral protocols with local, regional, and statewide dementia organizations including: the Wisconsin Alzheimer's Institute, the Alzheimer's Association chapters, and the Alzheimer's and Dementia Alliance of Wisconsin.
- Administer memory screens to assess memory impairment and offer and provide person-centered support when memory screens are positive to assure opportunities for follow-up with primary care provider are available in accordance with the individual's preferences.
- Offer and provide short-term service coordination for individuals with dementia and/or their caregivers.
- Coordinate with ADRC, APS, and other county staff members and be available for joint or independent home visits.
- Serve as a catalyst for developing and implementing strategies to create and sustain dementia-friendly communities in the ADRC service area.
- Provide outreach and awareness to professionals, employers, organizations, and the general community about the ADRC and available dementia services.
- Maintain current knowledge of dementia, research findings, new evidence-based interventions, and other innovations for people living in the community.
- Participate actively in DCS statewide and regional meetings, training programs, and conference calls. Assist colleagues by sharing experiences. Mentor new DCS staff and provides materials and products to

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other ADRCs, as requested. Provide conference workshops as requested and appropriate to increase the awareness of dementia and services available.

- Facilitate the caregiver support programs including ensuring eligibility and tracking caregiver program reimbursements and other expenses.
- Completes required recordkeeping, ADRC activity reports, 100% time reporting, collects and reports program data, and contributes to DCS program evaluation in a timely manner.

Supervisory Requirements:

- N/A

Education:

- A Bachelor of Arts or Science degree (preferably in a health or human services related field) and at least one year of full-time paid experience working directly with individuals with dementia and family/informal caregivers (examples include: providing direct care, caregiver support, support group facilitation, residential care management, home care); or
- Equivalent experience and/or education with approval via a waiver from the Wisconsin Department of Health Services (DHS) is necessary by contract in the event that the candidate lacks the degree and/or experience described above and the ADRC chooses to request an exception. Such approval is at the discretion of DHS.
- Must successfully complete initial and ongoing trainings as required by DHS, Greater Wisconsin Agency on Aging Resources (GWAAR), and Florence County.

Licenses and Certifications:

- N/A

Knowledge, Skills and Abilities:

Any equivalent combination of training and experience, which provide the following knowledge, skills and abilities:

- Expertise and knowledge regarding older adults, dementia, dementia care and support, family and informal caregiver needs, and challenging behaviors and family dynamics.
- Ability to communicate courteously and effectively with coworkers, customers, the community and other professionals in person, by phone and in writing.
- Must have strong interview and active listening skills with customers to build rapport in a supportive manner.
- Ability to provide a welcoming atmosphere to effectively deliver positive customer service.
- Ability to arrange work schedule as necessary or directed to meet the program and consumer service needs.
- Strong computer skills in with Word and Excel and the ability to effectively utilize required software and database programs.
- Knowledge and understanding of target populations served by the ADRC, and experience with public benefits preferred.
- Competency in public speaking and engaging community members and professionals.
- Maintain required confidentiality in client and personnel records where appropriate.
- Ability to maintain good working relationships and cooperation with other government agencies and public service providers to improve benefit delivery system for individuals being served.
- Experience in facilitating small group learning and discussion programs.
- Ability to function independently and be resourceful in the roles undertaken.
- Ability to travel. Must possess a valid Wisconsin driver's license and have access to a reliable personal transportation with adequate auto insurance to meet minimum County requirements or other reliable means for local and state wide travel.

Physical Requirements:

- Frequently required to stand, walk, sit, use hands and fingers to handle or feel, reach with hands and arms, talk or hear. Occasionally required to stoop, kneel, or crouch.

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- Regularly lift and or move up to 15 pounds and occasionally lift or move up to 25 pounds.
- Vision requirements include close, distant, color, peripheral, depth and ability to adjust focus.

Work Environment:

- Office environment. Minimal noise Levels.
- Regularly exposed to outside weather conditions.
- Work in client homes and the community as needed.

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Employee Acknowledgement:

I acknowledge that I have received a copy of the Dementia Care Specialist job description and understand that it is my responsibility to read and understand it. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that this job description may be used as a tool to evaluate the performance of my duties. If I have any questions about this job description or my job duties, I understand that I should ask my supervisor or department manager.

Florence County is an Equal Opportunity Employer. Florence County does not discriminate on the basis of any Wisconsin or Federal protected classification. In compliance with the ADA, Florence County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss accommodations with their employer and/or supervisor.

Signature

Date

Printed Name