



468 New Market Boulevard
Boone, North Carolina, 28607

Title: Family Caregiver Support Specialist

Type of Position: Full Time/Regular

Department: Area Agency on Aging

Revised: July 2022

Application Submission Deadline: August 5th or until filled

General Statement of Duties:

The Family Caregiver Support Specialist assists with planning, development, and enhancement of programs and services that meet the needs of family caregivers in the seven-county, High Country region.

Distinguishing Features of this Class:

The Family Caregiver Support Specialist is responsible for assisting in planning, resource development, outreach, education and training, advocacy, information and assistance, research, and program implementation. The primary focus of the position is to ensure the provision of quality services to caregivers within the five categories established by the authorizing language of the Older Americans Act: information and assistance, assistance gaining access to services, caregiver training and support groups, respite, and supplemental services.

Caring for an older adult loved one is a highly challenging task that often leads to caregiver burnout, stress and reduced health. This position aims to support caregivers through a variety of methods, so they can maintain high quality care of their loved ones and avoid the costly burden of institutional care.

This position works closely with the Caregiver Program Coordinator, Grandparents Raising Grandchildren Coordinator, and Compliance Officer, under the general supervision of the Area Agency on Aging Director.

Essential Duties and Responsibilities:

- Must be understanding and passionate about serving the needs of caregivers in our community to help them maintain quality care and keep care recipients in their homes.
- Understands and adheres to the Family Caregiver Support Program (FCSP) standards set forth by the North Carolina Division of Aging and Adult Services (DAAS).
- Ensures service delivery to the High Country region through direct service and administration of services via contracted service providers and program leaders.
- Collaborates and works closely with the Area Agency on Aging Director, Grandparents Raising Grandchildren Program Coordinator, and Compliance Officer for seamless delivery and proper documentation of FCSP services.
- Provides information, technical assistance, and referrals for family caregivers, local service providers, public officials, consumers, employers, and the community.
- Provides training on caregiving-related issues to family caregivers, agency staff, employers, and the general community.
- Ensures that all applicable information is entered accurately into the state database, the Aging Resource Management System (ARMS) with support from the Agency Director and Compliance Officer.
- Maintains required reporting documentation, prepares, and submits required reports to DAAS.
- Collaborates and develops partnerships with a variety of groups such as not-for and for-profit agencies, government entities, and faith-based organizations.
- Seeks opportunities to expand service delivery.
- Solicits program input and feedback from a variety of sources including program recipients.

- Provides assistance with the development and implementation of the Area Agency on Aging's four-year plan.
- Attends statewide FCSP-related meetings.
- Assists and contributes to the additional needs of the Area Agency on Aging as needed and as they develop, including but not limited to Evidence Based Health Promotions and the Agency's Regional Advisory Committee.

Knowledge, Skills, and Abilities:

- Considerable knowledge of and willingness to learn about Family Caregiver Support Program guidelines and standards.
- General knowledge of physical and mental health, nutritional, economic, social, and recreational needs of older adults.
- Ability to organize and carry out program requirements independently and with minimal supervision.
- Ability to develop and maintain effective working relationships with a wide variety of individuals, groups, and organizations.
- Possesses effective written and verbal communication skills.
- Ability to show care and empathy for caregivers.
- Ability to provide organized case management services for all caregivers.
- Ability to use, and/or willingness to learn a variety of computer programs including, but not limited to Microsoft Office Suite, Microsoft Teams, Adobe Acrobat and others as required.
- Ability to design, prepare, and write varied reports and documents.
- Ability to multitask, set priorities, and manage time effectively.

Physical Requirements:

Must be able to physically perform the basic operational skills of talking, hearing, and repetitive motions. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly, and lift, carry, push, pull or otherwise move objects. Must possess the visual acuity to prepare data and statistics, to read extensively, and to operate a computer.

Special Requirements:

Must possess a valid North Carolina driver's license. Must be able to regularly travel within the seven-county region and occasionally outside the region as required.

Education and Experience:

Four-year degree from an accredited college or university in a human service or health related field and considerable experience in a related field, or the equivalent combination of education and experience.

Please send cover letter, resume, and references to info@hccog.org Priority Consideration for applications received by 8/5. Position Open Until Filled.

The High Country Area Agency on Aging is a department of the High Country Council of Governments (HCCOG). HCCOG is an equal opportunity employer.