

# Burnett County Position Description

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Position:	Dementia Care Specialist	FSLA:	Non-Exempt
Department:	ADRC	Status:	Regular Full-Time
Accountable to:	ADRC - Supervisor		

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## Summary:

Under general direction of the Aging Disabilities Resource Center (ADRC) Supervisor, the purpose of the Dementia Care Specialist position is to support people with dementia and their caregivers in order to ensure the highest quality of life possible while living at home. The Dementia Care Specialist does this by providing information and assistance to adults with memory or cognitive concerns, or who have been given a dementia diagnosis; providing information and support to family members and friends who are caregivers; helping develop dementia-friendly communities where people with dementia can remain active and safe, and caregivers can feel supported; as well as training other staff at the ADRCs and other county and municipal offices to be dementia-capable. Supervision is received from the ADRC Supervisor, but many aspects of the duties require independent judgment and discretion. This position works with Douglas and Polk Counties.

## Essential Functions of the Position:

The following duties are illustrative and the person holding this position may be required to perform other duties of a similar nature or otherwise related to the position.

- Develop referral relationships with physicians, dementia diagnostic clinics and other health and long term care providers.
- Provide dementia-specific consultation and technical assistance related to cognitive screening and individual and family caregiver issues to adult protective services agencies (APS), crisis response systems, county/tribal aging offices, ADRC staff members, and other agencies, as requested.
- Provide at least two approved evidence-based or evidence-informed interventions, one specifically designed for family caregivers, as part of ongoing activities. Maintain fidelity to the intervention model and accommodate families' schedules for meetings (e.g., evenings and weekends, when necessary).
- Provide volunteer training and guidance to expand the reach of the goals of the Dementia Care Specialist Program.
- Collaborate actively and develop 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.
- 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 other ADRC, county/tribal aging unit(s), 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 provide materials and products to other ADRCs, as requested. Provide conference workshops as requested and appropriate to increase the awareness of dementia and services available.
- Complete 100% time reporting, collect and report program data, and contribute to DCS program evaluation.

### Qualification Requirements:

- A Bachelor of Arts or Science degree is required, preferably in the health or human services related field; a master's degree is preferred.\*
- At least one year of full-time paid experience working directly with multiple people with dementia and family/informal caregivers (e.g., providing direct care, caregiver support, support group facilitation, residential care management, home care).\*
- Currently certified as a Social Worker in the State of Wisconsin, or ability to be certified within two years of hiring.
- Expertise and knowledge regarding older adults, dementia, dementia care and support, family and informal caregiver needs, and challenging behaviors.
- Skills and experience in facilitating small group learning and discussion programs.
- Experience with family caregivers of people with dementia and family dynamics.
- Experience in developing collaborative relationships, preferably with community organizations and health care professionals.
- Competence in public speaking and engaging community members and professionals.
- Experience in program development, implementation, and creation of reports.
- The ability to provide culturally competent services and supports.
- The ability to function independently and be resourceful in the roles undertaken.
- The ability to adjust work hours to meet with program participants and to provide community and employer outreach and educational programs.
- Basic computer skills, including ability to record and report program data and information.
- A valid Wisconsin driver's license and the ability to travel for community events and to make home visits.

\* ADRCs **must** request any waiver of education and experience requirements for candidates considered to have achieved equivalent qualifications via alternative means **before** the candidate is hired. Approval of waiver requests is at the discretion of the State Aging and Disability Resource Center Office.

### Knowledge, Skills and Abilities:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required at the time of hire or for the continuation of employment.

Attention to Detail - Ensures information is complete and accurate; follows up with others to ensure that agreements and commitments have been fulfilled.

Written and Verbal Communication - Communicates effectively both verbally and in writing, delivers clear, effective communication and takes responsibility for understanding others.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Judgment and Decision Making - Accurately assesses situations, seeks new information if necessary, and applies all available information to reach sound conclusions/formulate effective response. Requires little guidance for responding to a wide range of complex situations with far-reaching and/or enduring consequences.

Data Gathering and Analysis- Seeks or collects and synthesizes information from a variety of stakeholders and sources in an objective, unbiased manner to reach a conclusion, goal, or judgment.

Self-Management - Organizes and plans for task accomplishment in a way that maximizes efficient performance; establishes and adjusts priorities to ensure timely completion of assigned work/fulfill responsibilities.

Accountability - Assumes responsibility for successfully accomplishing work objectives and delivering results; setting high standard of performance for self and others.

Customer Service and Community Relations - Anticipates and strives to meet the needs of both internal and external stakeholders (employees, contracted staff, residents, families, and other internal and external clientele). Delivers high-quality services; is committed to continuous improvement. Communicates/Interacts with members of the public and other key stakeholders in a way that elicits positive response and participation, which on occasion, may include interaction either one-on-one or with several stakeholders at one time to present information and/or represent the facility's interests.

### **Physical and Mental Demands:**

The physical and work environments described are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

Must be capable of operating a personal computer using standard word processing, spreadsheet, and e-mail software. General internet knowledge as it relates to the web-based programs.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to stand, walk, sit, and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

Burnett County is an Equal Opportunity Employer

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The abilities, duties, and responsibilities listed above are intended only as illustrations of the various types of work that may be performed. The omission of any specific statement of abilities, duties, or responsibilities does not exclude them from the position if the work is similar, related, or a logical assignment of the position. The position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the position change.

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Position Description Update: December 2019