

**SHOALWATER BAY INDIAN TRIBE
JOB DESCRIPTION**

Job Title: Community caregiver / Caregiver Support Coordinator
Department: Social Services
Reports To: Social Services Director
FLSA Status: Non-exempt
Prepared By: Human Resources/Social Services Director
Prepared Date: 10/16
Approved By: Social Services Director
Approved Date: 10/16

SUMMARY: This position is a highly specialized position designed to provide high quality caregiving services to elders, disabled and high risk clients in the Shoalwater Bay Indian Tribe community. This position is a combined DIRECT caregiver position delivering DIRECT services to clients, supervising medication, diet and personal needs, and providing needed care as prescribed by the client's physician. The Coordinator portion of this position will coordinate schedules of contract caregivers and provide resources, identify trainings needed for unpaid caregivers and organize assistance and training to contract and unpaid caregivers and the client's family as needed. Will identify programs and resources available to each client based on individual need. Will advise unpaid caregivers of training opportunities. Will assist in updating policies and procedures for caregiving department. Must be able to keep accurate records. Must pay close attention to detail, have good time management skills and have excellent inter-personal skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Provides community services within resources to all Native American and community members seeking help.
- Implements, maintains and coordinates case tracking for clients per program standards, policies and procedures.
- Develops and conducts a comprehensive community assessment to determine the needs of the targeted population and develop appropriate service plan.
- Acts as a liaison between tribal community families and community resource organizations.
- Establishes support group, training and education opportunities for caregivers.
- Makes home visits to community members; refers to appropriate caregivers and agencies.
- Provides and/or coordinates transportation services for medical or social service related appointments or related needs, i.e., picking up prescriptions needed by clients confined to homes, hospitals or nursing homes. Arranges respite care for caregivers as needed and within capabilities.
- Documents and maintain confidentiality of client and family information, issues, case plans and files.

- Provides education and training to the tribal community through available resources.

SUPERVISORY REQUIREMENTS: This job has supervisory responsibilities.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully. Develops alternative solutions. Uses reason even when dealing with emotional topics.

Client Service – Manages difficult or emotional client situations. Responds promptly to client needs. Solicits client feedback to improve service. Responds to requests for service and assistance. Meets commitments.

Interpersonal Skills –Maintains confidentiality. Listens to others without interrupting. Keeps emotions under control. Remains open to others ideas.

Oral Communication – Speaks clearly and persuasively in positive or negative situations. Listens and gets clarification. Responds well to questions. Participates in meetings.

Written Communication – Writes clearly and informatively. Edits work for spelling and grammar. Present numerical data effectively. Able to read and interpret written information.

Teamwork – Balances team and individual responsibilities. Exhibits objectivity and openness to others views. Gives and welcomes feedback. Contributes to building a positive team spirit. Puts success of team above own interests. Able to build morale and group commitments to goals and objectives. Supports everyone’s efforts to succeed.

Quality Management – Looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness.

Ethics – Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.

Judgment – Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasons for decisions. Includes appropriate people in decision-making process. Makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities. Uses time efficiently. Plans for additional resources. Sets goals and objectives. Develops realistic action plans.

Professionalism – Approaches others in a tactful manner. Reacts well under pressure. Treats others with respect and consideration regardless of their status or position. Accepts responsibility for own actions. Follows through on commitments.

Quality – Demonstrates accuracy and thoroughness. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.

Dependability – Follows instructions, responds to management direction. Takes responsibility for own actions. Keeps commitments. Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily. Asks for and offers help when needed.

Attendance/Punctuality – Is consistently at work and on time.

Safety and Security – Observes safety and security procedures; uses equipment and material properly.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 5-8 verifiable years of direct caregiving experience.
- 5 years of instruction to unpaid caregivers.
- Knowledge and training in palliative care, hospice procedures, infection control procedures and client confidentiality.
- Training in innovative pain management techniques.
- Training in proper procedures for lifting and assisting person in care.
- Must have good working knowledge of Advanced Directives.
- Must be bondable.
- Must pass extensive background check.
- Must have negative pre-employment drug test.

EDUCATION and/or EXPERIENCE: High school diploma or General Education Degree (GED); and two years of progressive work experience in caregiver duties; or one year progressive post-secondary education in a related field and one year of experience in the described work area.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide.

COMPUTER SKILLS: Minimum of two years computer experience with Microsoft Office XP software, including Word. Desktop publishing program experience preferred.

CONFIDENTIALITY: This position will have knowledge of confidential personal information regarding others. The employee will be required to sign a Confidentiality Agreement and adhere to applicable standards.

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Must have all current certification and updated educational requirements.
- Current Washington State Driver's License.
- 1st Aid training / CPR training.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk and bend at the waist. The employee is frequently required to use hands to finger, handle, feel, reach with hands and arms; bend, stoop, kneel, crouch; see, talk, hear, speak, smell and see. The employee must occasionally lift and/or move up to 60 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AT-WILL EMPLOYMENT: This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

The employment relationship with Shoalwater Bay Indian Tribe is voluntary; there is no specified length of employment. Accordingly, either the Shoalwater Bay Indian Tribe or the employee may terminate the employment relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law. This document does not create an employment contract, implied or otherwise.