

FAMILY ELDERCARE
Support Specialist
Job Description



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| Job title: Support Specialist | Reports to: Program Manager |
| Program: Guardianship | Work Location: Rutherford Office |
| Position Status - Full-time FLSA Classification - Non-Exempt | Salary Range - \$18-19.50/hour |

The Support Specialist provides direct care supportive services to benefit the clients of Family Eldercare’s Guardianship Program as well as administrative assistance to Care Managers within the program.

Essential Duties and Responsibilities:

Client supports:

- Client shopping- in person or online shopping requests from Care Manager, possible delivery of purchased items, labeling items as needed, maintaining catalogue of client sizes and preferences for future use
- Community dwelling clients- complete grocery shopping at the direction of the Care Manager, pick up medications, supplies, and other household items that client may need, arrange for haircuts and other personal services
- Medical assistance- assist with making medical appointments if primary care provider is unable, facilitating pre-appointment documents, securing transportation if needed, and perhaps attend if needed
- Final wishes care- obtain and deliver clothing or special effects to funeral home ahead of services, pick up death certificate and/or cremains after the fact, assist with securing personal items from placement to return to office, donate, or get to
- Assist with client moves from one placement to another as needed to manage personal effects

Administrative Assistance:

- Mailbox management- scanning mail to Care Managers, alerting them to invoices or other time sensitive materials
- Scanning clerk- scan and save EOB, historical records, and other tangible documents to client record
- Applying for essential documents- i.e. Birth Certificates, SS cards, State ID
- Obtaining receipts for client expenditures both by Family Eldercare and Provider for financial management
- Completing required background checks for client’s support network at Care Manager direction
- Assembling training materials for new team members, study materials for certification testing, etc.
- Other duties as assigned

Education and/or Work Experience Requirements:

- Required: High School Graduate
- Familiarity with Social Security, Medicare, and Medicaid insurance benefits
- Knowledge of Austin community services
- Proficient in Microsoft Office products
- Experience working with individuals with various ability and disability levels

Working Conditions/Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift and carry up to 20 lbs.
- Valid TX drivers license and auto insurance

Competencies:

- Knowledge of community services, resources, and how to access them.
- Ability to develop productive relationships with coworkers and volunteers.
- Ability to work independently and as a team member, organize work efficiently, and prioritize response to changing needs of the program with moderate supervision.
- Effective organizational, interpersonal, and communication skills.
- Ability to interact in a positive manner in person and on phone.
- Ability to make constructive use of professional supervision.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: