

Job Announcement

Inland Caregiver Resource Center

Position Title: Family Consultant

Salary Range: \$18.00-\$24.00 an hour

Reports to: Clinical Supervisor

Bilingual English/Spanish Preferred

Tenure/Time Base: Permanent/Full-Time (40 hours)

Customary Work Hours/Days: 8:00 a.m. – 5:00 p.m., Monday-Friday

Approval Date: 08/28/18

Approved by: Carmen Estrada, Director

Final Filing Date: Until Filled

Inland Caregiver Resource Center is a non-profit organization with the mission of helping families cope with and manage the challenges of caregiving. Our dedicated and knowledgeable staff members provide specialized help to the caregiver, who is our client.

Overview of the Position:

The Family Consultant provides direct and indirect social services to clients and families through Intake, Assessment, Information & Referral, Family Consultation, Short-Term Counseling, Support Groups, and Educational Classes using a variety of approaches, under the direction of the Clinical Supervisor of ICRC. Supervision towards hours needed for licensure is available.

Position Specific Competencies

In a hiring interview, the panel will consider education, experience, personal development, personal traits and fitness. In appraising experience, more weight may be given to the breadth of pertinent experience, most recent experience, and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. For additional information, please refer to the **Job Description**.

Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others, accuracy and thoroughness in work, excellent communications skills, verbal and written capability to deal with serious life crises of clients/families in an empathetic manner, ability to deal with intensity of caller and client problems on a daily basis, and a state of health consistent with the ability to perform the assigned duties of the class.

Qualifications

Required:

- Candidate must possess a Master's degree in Social Work or related field.
- At least two years' experience in social services or mental health working with older adults.
- Experience in information and referral work.
- Candidate must be able to read, write and speak English effectively.
- Valid California Driver's License, and your own car insurance as per state law as position requires driving your own vehicle whenever necessary to meet client and program needs.
- Able to pass a background clearance.

Desired:

- At least two years of experience providing case management and counseling.
- An understanding of presenting issues and clinical dynamics as they relate to the population served by ICRC
- Knowledge of community resources for older adults and family caregivers.
- Bi-lingual in English/Spanish preferred.

Submit Application/Resume to:

Inland Caregiver Resource Center
1430 East Cooley Drive, Suite 124
Colton, CA 92324
Attn: Jeannette Wilson
jwilson@inlandcaregivers.org



Inland Caregiver Resource Center

www.inlandcaregivers.com

Job Description

I. Position Identification

Job Title: Family Consultant

Bilingual English/Spanish Preferred

Reports to: Clinical Supervisor

Salary Range: \$18.00 - \$24.00 hourly

Customary Work Hours/Days: 8:00 a.m. – 5:00 p.m. Monday-Friday

Status: Full time (40 hours)

Approved Date: 08/29/18

Approved by: Carmen Estrada, Director

DEADLINE TO RECEIVE APPLICATIONS/RESUMES: Until position is filled

Send resumes to jwilson@inlandcaregivers.org

II. Purpose of the Position

Provide direct and indirect social services to clients and families through Intake, Assessment, Information & Referral, Family Consultation, Short-Term Counseling, Support Groups, and Educational Classes using a variety of approaches, under the direction of the Clinical Supervisor of ICRC.

III. Essential Functions

A. Daily Duties:

- a. Visit client in the home to provide Family Consultation services.
- b. Assist clients in clarifying needs, help identify and research needed services to impact their current and long-term biological, psychological, social, economic, legal and caregiving needs.
- c. Develop a care plan with caregiver and work towards resolution of problems identified in the plan.
- d. Use clinical skills to provide a supportive relationship in the resolution of problems.
- e. Make referrals to appropriate community resources and makes direct links to community services on behalf of clients when deemed appropriate and necessary.
- f. Assess needs and appropriateness of clients for other Inland Caregiver Resource Center (ICRC) services (Respite Care, Caregiver Retreat, Educational and Psycho-educational Classes, Support Groups and Short-term Counseling).

- g. Coordinate with caregivers, service providers and other ICRC staff in the provision of vouchered services for clients.
- h. Collect and record, in writing, required client information in a clear, concise, organized, grammatically correct, and timely manner. Use computer programs and data entry systems to create, update, and document activity in client's file including proprietary database management systems and Microsoft Word.
- i. Initiate follow-up calls after the home visit to provide ongoing support and focus on client's progress on the care plan. Work toward resolution of problems identified in the client's care plan.
- j. Manage difficult and/or emotional client situations. Respond promptly to client's needs.
- k. Conduct family meetings as needed. May do so with another Family Consultant or Supervisor as needed.
- l. Travel throughout Riverside, San Bernardino, Inyo and Mono counties providing ICRC services to family caregivers.
- m. Complete reassessments on active clients. Organize and manage an agreed case load/work load.
- n. Accurately completes required service and program reports (Time Tracking Logs) and assists with other data collection/ reporting mechanisms (Outreach, Training/Conference Attendance, ACT, etc.) as necessary.
- o. Completes time sheet and mileage reports.
- p. Uses Microsoft Office programs for other office tasks including Outlook, Excel, Power Point, Publisher and Access.

B. Additional Job Duties/Activities

- a. Facilitate support groups at regular intervals.
- b. Conduct Short Term Counseling regarding caregiving issues/concerns per Counseling Protocol. (Master's level staff, licensed or registered with Board of Behavioral Sciences under supervision of licensed person.)
- c. Conduct psycho-educational classes after appropriate training and/or certification.
- d. Assist in developing and conducting educational programs for family caregivers and professionals in order to increase knowledge and skills among these groups.
- e. Act as preceptor to BSW and MSW students.
- f. Work effectively as a team member through participation in regular case conferences by bringing interesting and /or difficult cases for sharing and "brainstorming" with other Family Consultants.
- g. Participate in at least one (1) networking meeting a month and share pertinent information obtained with other ICRC staff members.
- h. Participate in agency in-service training and outside educational opportunities as available and pertinent to job responsibilities.
- i. Participate in regular supervisory conferences to review work.
- j. Participate in Staff Meetings.
- k. Participate in Outreach events and Health Fairs.
- l. Assist in maintaining resource information, both in the computer data base and resource file drawer.

- m. Effectively express the concept of ICRC's programs when providing community presentations.
- n. Assist in the identification of service gaps within the Intake and needs assessment processes as well as during outreach, networking and other community oriented activities and communicate this to the Executive Director and Clinical Supervisor as appropriate.
- o. Participate in the development of new and needed programs through outreach, coordination, advice and consultation, and other community social service activities.
- p. Learn and apply new & revised job-related information/procedures with routine training.
- q. Carry out procedures to ensure that work completed is error-free and up to date.

IV. Minimum Qualifications

- A. Technical training or Knowledge
 - a. Proficiency typing skills (45 wpm minimum).
 - b. PC proficiency and knowledge of standard Microsoft Office application software.
- B. Professional Training or Knowledge
 - a. Relate appropriately with clients, families, and community representatives.
 - b. Extensive knowledge of resources, especially those for family caregivers.
 - c. Knowledge of social work case management services in an agency providing services to family caregivers.
- C. Work Experience
 - a. At least two years experience in social services working with seniors, disabled, healthcare or mental health.
 - b. At least two years of experience providing counseling and case management preferred.
 - c. Experience in information and referral work.
- C. Transportation
 - a. Position requires a valid California Driver's License and your own car insurance as per State law.
 - b. Position requires driving whenever necessary to meet all client needs at all locations served by ICRC.
 - c. Driving time should not exceed 15-25% of workweek.
- D. General Education
 - a. Master's degree in Social Work, Marriage and Family Therapy, or other related field. Can possess professional licensure (LCSW, MFT), or have the ability to secure professional licensure from the California Board of Behavioral Science Examiners.
- E. Physical Demands
 - a. Use of hand and fingers to handle or feel; fine manipulation, gross manipulation, simple grasp; reach with hands and arms.
 - b. Frequent sitting.

- c. Standing and walking.
- d. The employee must occasionally lift and/or move up to 30 pounds.
- e. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust to focus.
- f. Hear communications by telephone and in person.
- g. Ability to speak clearly and understandably.

F. Required behaviors

- a. Demonstrate accuracy and thoroughness. Look for ways to improve and promote quality.
- b. Effectively express self in dealing with clients and coworkers
- c. Is effective in varying environments and with varying tasks and responsibilities.
- d. Keep on schedule. Prioritize and plan work activities. Use time efficiently.
- e. Perform work in fashion that others can pick up where left off.
- f. Clearly express ideas in writing, with appropriate grammatical form and organization of ideas. Ability to write professional reports and business correspondence.
- g. Effective customer service skills. Respond quickly to customer's needs.
- h. Capable of effectively dealing with serious life crises of families in an empathetic manner.
- i. Ability to handle confidential data discretely and appropriately.
- j. Ability to deal with intensity of caller and client problems on a daily basis.
- k. Display willingness to make decisions and exhibit sound and accurate judgment in a timely manner. Explain reasoning for decisions and include appropriate people in decisions-making process.
- l. Follow policies and procedures and support organization's goals and values.
- m. Maintain ethical, social, and organizational norms.
- n. Treat others with respect and consideration regardless of their status or position.
- o. Accept responsibility for own actions. Follow through with commitments.
- p. Consistently arrive at work and on time.
- q. Follow instructions, respond to management direction with a positive attitude.

V. Environmental Conditions

Staff work in air-conditioned/heated office. Exposure to low noise levels from office equipment and voices. No exposure to notable hazards. When working in the field, employee will be exposed to natural weather conditions.

VI. Actual Duties and Responsibilities May Change

This job description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change or be eliminated. Employees are always expected to follow their supervisor's instructions and to perform the tasks requested by the supervisor.

VII. Language

Must be able to read, write and speak English effectively. Bilingual – English/Spanish - preferred.