

## POSITION DESCRIPTION

**Position Title: North County Program Coordinator**  
**Reports to: Director of Family Services**

**Division: Programs and Education**  
**Status: Contract/Part-Time**

### General Summary:

The North County Program Coordinator (NCPC) will deliver family care consultations and other direct services in addition to overseeing marketing and partnerships with area community-based organizations. The NCPC is part of a team that provides information, assistance, and support by telephone, e-mail, face to face in the office and the community. This includes general information and education about Alzheimer's disease and related dementias, community and AOC resources, care planning, as well as emotional support to caregivers, persons with memory impairment, and professionals.

This position requires a LCSW, LMFT or equivalent from the State of California and three to five year experience in related field. The position further requires the ability to exercise independent clinical judgment addressing issues related to ADRD and related family issues.

### Essential Job Functions:

- Demonstrate sensitivity, empathy regarding Alzheimer's issues and project a non-judgmental attitude toward those requiring assistance.
- Services provided may include but not be limited to the following:
  - Family Care Consultations – personalized, in-depth guidance to individuals with dementia and their families, assisting with planning, problem solving, linkage to community resources, and emotional support.
  - Family Caregiver Education –classes that help families develop coping skills and dementia management techniques,
  - Coordinating Workshops—oversee the provision of advanced care planning and legal and financial workshops in coordination with AOC staff and other community providers.
  - Caregiver Support Groups – facilitate emotional support and assistance to caregivers in group setting to help enhance caregiving practices, facilitate sharing of resources, and decrease caregiver isolation.
  - Early Stage Memory Loss Services –educational support services designed for adults (and their care partners and families) experiencing early stage symptoms of memory loss.
- Develop a monthly calendar of services, and provide a variety of services and education programs to the communities served.
- Bring cases with legal, risk management or ethical implications to the attention of supervisor in an expedient manner.
- Maintain accurate case records and service reports in accordance to AOC procedures and funding entities which will include computer data input and report compilation.
- Maintain appropriate social work and agency ethical standards of practice for client communication, documentation and confidentiality, following policy and procedures of the profession and agency.
- Represent Alzheimer's Orange County at community meetings as assigned.
- May act as field instructor to student interns.
- Other duties as assigned.

### Minimum Requirements

- Advanced degree clinical license such as LCSW, LMFT or equivalent.
- Knowledge of Alzheimer's disease, other dementia, caregiving issues and resources available to patient and families

- Three years professional experience working in the field of human services.
- Ability to maintain confidentiality.
- Ability to communicate (verbal and written) effectively and appropriately with others
- Ability to work independently as well as in a team environment
- Strong communication skills a must (listening, verbal and written) including the ability to provide empathic, professional support.
- Previous experience with customer service (i.e. volunteer work, hotline, information and referral).
- Excellent time management skills.
- Ability to track multiple activities.
- Ability to represent Alzheimer's Orange County in a professional manner.
- Proficient in the use of a personal computer and Microsoft Office applications.
- Independent ability to travel safely and timely to community meetings and events.
- Auto, Professional Liability and Worker's Comp Insurance