

Employment Opportunity

Position Title: Care Team Navigator
Division: Memory Support Services
Reports to: Clinical Manager
Status: Part-time, Non Exempt

ORGANIZATION OVERVIEW

Founded in 1982, Alzheimer's Orange County is an independent, community based 501 c 3 non-profit organization serving vulnerable older adults in Orange County who are experiencing cognitive decline and their family care-partners. We are looking for mission driven, compassionate and skillful employees who seek to make a difference in the lives of those with cognitive loss.

JOB OVERVIEW

The Care Team Navigator (CTN) is a core member of the Leisure World Seal Beach Memory Support team. The Memory Support Team is an education and care coordination program for individuals living with dementia and their care partners in Leisure World Seal Beach. The goal is to improve the health and wellbeing of persons living with dementia and their care partners, as well as to decrease unnecessary medical costs. The Memory Support Team is based on the UCSF Care Ecosystem which was designed to supplement primary care by providing education, links to community-based services, behavioral management and advance care planning support. The CTN is the primary point of contact for patients and their families enrolled in the program. CTNs work with participants and collaborate with their health care providers under direct supervision and guidance of a multidisciplinary clinical team.

PAY RANGE

\$19-23 per hour depending upon qualifications

Responsibilities include:

1. Participate in initial and ongoing training about common issues in neurodegenerative diseases, aging, caregiving, advance care planning, and medication management
2. Maintain regular monthly telephone (or e-mail) contact with participants
3. Attend weekly debriefing sessions with clinical team to review cases and discuss issues, problem solving strategies, resource needs, and communication techniques.
4. Use integrated workflow management technology for care delivery and data collection.
5. Participate in evaluation and improvement by contributing feedback during team meetings, surveys, and one-on-one meetings with supervisor

| % of time | Key Responsibilities |
|-----------|---|
| 60% | <p><i>Administer program intervention</i></p> <ul style="list-style-type: none"> • Schedule and maintain contact with participants via phone and email (at least monthly). • Under clinical supervision, ask screening questions and document patient safety, behavior, function, medications, care needs, and advanced care plans. • Under clinical supervision, ask screening questions and document caregiver issues such as burden, depression, and poor coping. • Report screening to the clinical team (nurse, social worker, pharmacist) who will provide direction in implementing a care plan with the CTN, patient, caregiver, health care and community service providers • Send educational materials and information (via email, mail, or phone) about health care and community based service options as indicated in the participant's care plan • Under clinical supervision inform participants on options in navigating health systems, public benefits, and community based services • Maintain participant's privacy according to HIPAA regulations |
| 20% | <p><i>Documentation and Communication</i></p> <ul style="list-style-type: none"> • Enter data and document on an integrated workflow management system and the electronic medical record to document and track progress and completion of intervention according to protocol guidelines • Under clinical supervision and guidance send recommendations and request information from health care and community service providers • Communicate with respect and professionalism in all written and verbal interactions |
| 20% | <p><i>Miscellaneous</i></p> <ul style="list-style-type: none"> • Participate in staff training (initial and on-going) • Provide feedback via surveys to help improve intervention • Able to perform day-to-day office tasks such as how to use the fax machine or send mail |
| 100% | |

Required Qualifications:

- HS graduation and sufficient experience and demonstrated skills to successfully perform the assigned duties and responsibilities.
- Excellent verbal and written communications and presentation skills; excellent organizational skills; and excellent interpersonal skills to work effectively in a diverse team.
- Proficiency with Microsoft Word, PowerPoint, and Windows.
- Excellent analytical and problem-solving skills.
- Ability to work effectively in a fast-paced, team-based environment; under supervision and direction able to prioritize and complete tasks in a timely manner
- Ability to establish cooperative working relationships with patients, co-workers, & health care and community service providers.

Preferred Qualifications:

- Bachelor's degree or higher in related field
- Experience with electronic medical records and/or other innovative technologies.
- Experience with clinical care, geriatrics, and/or patients with dementia
- Resident of Leisure World Seal Beach

Problem Solving:

Common problems solved by the employee:

- Providing standard educational materials to patients with dementia and their family caregivers;
- Follow screening to document issues and care needs with standard tools
- Communicating identified needs and issues to clinical team
- Responding to expressions of grief or emotional distress with compassion

Less frequent and more complex problems solved by the employee:

- Finding and screening community-based resources to see if they can help address participant needs
- Using motivational interviewing strategies to help participants work towards their goals
- Discussing goals of care and long term care options with participants

Problems/situations that are referred to this employee's supervisor:

- Complex care planning for resource needs, behavioral challenges, or safety issues
- Communication with participants about challenging topics such as end of life, abuse, or family dysfunction
- Coordination of clinical care with health care providers around participant's medications, mental health, safety risks, and behaviors

The job profile in no way states or implies that these are the only duties to be performed by the jobholder. The employee will be required to follow instructions and perform other duties as requested by his/her supervisor or manager. This is not meant to be an exhaustive list of job duties. Essential elements may change when necessary.

Alzheimer's Orange County is an equal employment opportunity employer and strives to comply with all applicable laws prohibiting discrimination based on race, color, creed, sex, age, national origin or ancestry, physical or mental disability, veteran status, marital status, medical condition, sexual orientation (gender identification), as well as any other category protected by federal, state, or local laws.

The employee or the Organization may terminate employment at the Organization for any reason, with or without cause or notice, at any time. Nothing in any oral or written statement shall limit the right to terminate employment at will. No Supervisor or employee of the Organization shall have any authority to enter into an employment agreement – express or implied – with any employee providing for employment other than at will.

To apply: all applicants MUST submit a cover letter and resume to be considered for this position. Please send all documents to alzoc.hr@gmail.com.