



Job Title: Alabama Cares Program Specialist
Reports To: Alabama Cares Coordinator
FLSA Status: Full-Time, Non-exempt
Department: OLDER AMERICANS ACT
Location: M4A

Position Summary:

The Alabama Cares Program Specialist provides support to the Alabama Cares Program through case management, following up on calls, contacting clients and contacting people waiting for services. The Alabama Cares Program Specialist also provides administrative support by entering narratives, units of service, and performing other administrative duties as assigned.

The Alabama Cares Program Specialist must adhere to ethical behavior, HIPAA, and business practices.

Essential Duties and Responsibilities:

- Follow-up on Older Relative Caregiver (Grandparent) and Traditional Caregiver referrals to explain the purpose and/or parameters of the ALC Program, as well as enroll Caregivers for support services. In addition to these tasks, this role will review over the evaluation tools/forms with each CG to update their waiting list status for paid services when applicable (supplemental and/or respite).
- Serve as a point of contact for calls that need immediate attention, as well as a backup for calls/emails if ALC Caregiver Interventionist and/or ALC Program Coordinator is unavailable.
- Conduct Alabama Cares Home Visits as needed.
- Mail CG program forms to ALC Program participants, as well as scanning in documents/uploading copies of forms to the CG's case file on company server and/or platform used by ALC Program.
- Complete narratives/units log and submit to Alabama Cares Coordinator, monthly.
- Build blank home folders for ALC Program.
- Make supply orders on behalf of the Alabama Cares Program (Turenne Only). When applicable, assist ALC Program with creating shopping "lists" on online retailers for special circumstances (back-to-school, holidays, etc.).
- Assist with Conducting Alabama Cares Program home visits as needed.
- Assist with ALC Program outreach initiatives as needed.
- Other duties as assigned.



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Knowledge, Skills, and Abilities

- Ability to establish and maintain effective working relationships with co-workers and clients; capable of working independently while being a member of a team.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Strong interpersonal communication skills and ability to listen to and talk with clients while being capable of objectively assessing clients' needs for the purpose of triaging and prioritizing clients for services.
- Strong organizational and time-management skills.
- Working knowledge of Microsoft Office, office equipment, and general office procedures.
- Comprehend the goals, objectives, and regulations of applicable programs.
- Knowledge of English grammar, spelling, and punctuation.

Education / Experience:

- Bachelor's Degree in social work, psychology or related field is required.
- Preferred experience in social work, especially the geriatric population.
- 1-year home visit experience and/or LBSW – can be obtained through work experience.

Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- Ability to "drive" to locations necessary to accomplish for position / program work.
- Ability to occasionally lift and/or move up to 10 pounds.