

## Caregiver Support Coordinator

Department of Health & Human Services

Salary Range: \$74,651 - \$98,259

**Position Summary:** Under the direction of the Aging Unit Director, this **Caregiver Support Coordinator** position is responsible for assisting Milwaukee County residents to understand, access, and utilize supportive caregiver resources, including National Family Caregiver Support Program (NFCSP) and Alzheimer's Family Caregiver Support Program (AFCSP) funds. This position will connect the County to statewide and NFCSP initiatives, conduct outreach and community education, and assist eligible residents to enroll. Utilize funding available to the County for caregiver support, supervise record-keeping for the utilization of those funds, coordinate consistent referrals for caregivers to other social supports, and allow the County to expand the support available to family caregivers. The Caregiver Support Coordinator will primarily serve older adult caregivers and caregivers of older adults (age 60-end of life) and younger adults with dementia.

### Position Duties:

- Represent Milwaukee County with national and statewide caregiver councils, task forces, and conferences. Contribute to the development of state and national policies that affect family caregivers in Milwaukee County including recommendations of the Wisconsin Governor's Taskforce on Caregiving and the RAISE Family Caregivers Act, which directs the development of a national family caregiving strategy. Recommend policy changes to support family caregivers and support advocacy efforts. Identify issues common to NFCSP & AFCSP programs and develop strategies to meet those concerns. Work with Wisconsin DHS staff to establish and update program guidelines and policies.
- Develop and staff a Caregiver Coordinating Council of the Milwaukee County Commission on Aging and regularly convene the Milwaukee County Caregiver Coalition. Coordinate efforts across DHHS to support voluntary caregivers and develop new programs, funding, and protocols for caregiver support services. Provide reports to leadership. Attend state sponsored caregiver trainings and conferences and complete any required training.
- Conduct information sessions and outreach to raise awareness regarding the availability of caregiver supports in collaboration with Aging and Disability Network partners. Provide accurate and timely information about caregiver related benefits and resources and how to access them. Disseminate information on caregiving in collaboration with the Community Programs Coordinator and DHHS Communications & Public Affairs officer.
- Provide individual counseling to residents of Milwaukee County regarding caregiver benefits including the availability of respite, subsidies, and durable medical equipment through the NFCS program, the Wisconsin AFCSP, and other identified resources. Enroll residents in relevant programs and assist with required recordkeeping including proof of expenditures for qualifying expenditures. Connect caregivers to other available services such as publicly funded long-term support, Dementia Care Specialists, and caregiver support resources.
- Coordinate and support caregivers, including connecting with culturally appropriate support services, creating, and maintaining an accessible guide of available caregiver and respite providers. Assist residents to determine which services may qualify for assistance, particularly in underserved communities. Identify gaps in family caregiver services and identify ways to address the gaps. Provide guidance and clarification to ADS staff about program guidelines. Provide training to improve the quality of caregiver services and meet program guidelines. Implement Caregiver Aging Plan goals.
- Partner with fiscal to document all contacts and expenditures on required local, state, or federal databases/forms. Manage the NFCSP & AFCSP programs including reviewing all required vendor expenditure and program reporting. Maintain confidentiality. Assist DHHS with the use of Title III-E and AFCSP Carryover dollars.
- Other duties as assigned.

### Minimum Required Qualifications:

- Must be a current resident of the State of Wisconsin at the time of application
- Valid Wisconsin Driver License; maintained during incumbency
- Must be able to travel extensively, up to 25% of work time, within the community and to statewide coalition meetings
- Intermediate knowledge of all related computer and software applications, such as word processing and excel spreadsheets.

- Intermediate knowledge of case management systems, client file management and fiscal reporting.
- Bachelor's degree in a Human Services or Nursing field from an accredited college or university is required.
- At least 3 years of recent experience in a Health or Human Services field related to caregiving. Specifically working with client populations served by an Aging and Disabilities Resource Center.

**Preferred Qualifications:**

- Prior experience as a caregiver
- Knowledge of publicly funded long-term care programs
- Experience interacting and advocating for older adults and people with disabilities
- Bilingual in Spanish or Hmong
- Ability to read, interpret, and apply regulations governing eligibility for benefits
- Experience in successfully advocating for changes in policy, personnel or programs related to better meet the needs of older adults.

*PG29MN (DHHS) M. Garcia*