Care Specialist

Hamilton-Madison House is seeking to hire a Care Specialist.

Schedule:
Monday-Friday 35 hours per week; Occasional Weekends for Outreach Events; Flexible hours

Pay:
Commensurate with qualifications and experience

Job Description:
The Care Specialist is an integral part of the team, assessing the needs of the caregiver/care receiver, developing and implementing care plans, arranging supplemental and respite services, and providing individual and supportive group counseling to caregivers in both the Manhattan and Queens Caregiver Office Sites. The position reports to the Director of Caregiver Services.

Minimum Qualifications:
· Minimum Bachelor's Degree in Social Work or related fields, such as Education, Psychology, Counseling, Social Sciences, Public Health, Humanities, etc., and/or…
· Minimum of 1-2 years of Full-Time work experience or relevant volunteer experience that demonstrates a strong ability to provide high-quality Customer Service, Social Services, Mental Health Services, Case Management, Peer Counseling, and/or Facilitation.
· Strong commitment to the mission of the Caregivers Program
· Nonjudgmental, socially perceptive, empathic, and a good listener
· Sensitivity to and understanding of the needs of the elderly. Prior experience working with older adults is desirable.
· Demonstrated knowledge of social theories, practices, guidelines, and core competencies of the social work profession
· Highly organized and detail-oriented; able to plan, manage and successfully complete multiple concurrent projects, frequently with short deadlines
· Ability to handle complex and difficult situations in a professional manner. Demonstrated ability to conduct oneself in a calm and professional demeanor when dealing with the public and/or with difficult situations
· Ability to develop collaborative relationships with professional staff and community groups
· Excellent verbal and written communication skills
· Excellent computer skills required, including experience with data management systems and willingness to learn other programs as required. Experience with STARS is desirable

· Understanding and appreciation of the role of race, religion, ethnicity, sexual preference, and individual values as it relates to serving clients and their families.

· Commitment to cultural humility, diversity, and ability to work with a diverse population of older adults, volunteers, and staff.

· Bilingual speaking and writing fluency required in English and Chinese (i.e., Cantonese, Mandarin) or Korean.

Responsibilities:

Program

· Conducting intake, assessment, and developing a care plan in collaboration with the caregiver/care receiver

· Conducting virtual and/or in-home assessments of care receivers to determine ADL eligibility

· Referring to appropriate services as indicated; assist with applying for benefits as indicated

· Working with a team, community partners, and seniors/families to implement a plan of care

· Ensure that annual contractual goals, assessments, required number of service units are attained and that case notes and units adhere to guidelines and standards of contracting agencies, funding sources, and professional standards

· Maintain accurate client records, both written and electronic, and enter them into client database (s) in a timely manner

· Assure maintenance of client confidentiality

· Assist in the planning and implementing of educational workshops, support groups, etc.

· Implement and coordinate supplemental services and respite services as determined by the assessment and care plan

· Participate in case conferences, staff meetings, and training sessions

Community Outreach and Partnerships/Collaborations

· Work with Director and team to maintain and expand existing community partnerships by being active and visible in the community and working closely with other professionals, civic and private organizations as indicated

· Develop, maintain, and expand positive relationships with key stakeholders and community partners to support the mission of the organization and requirements of the funding source(s)

· Participate in outreach activities as indicated by the Director of Caregiver Services