



Foundation for Senior Care Job Description

**Job Title: Door-Through-Door
Coordinator: Care Advocate:**

Job Objective: The primary objective for the Care Advocacy and Door-Through-Door programs is to ensure that seniors and the disabled are provided access to local and national resources so that they may better manage their health issues, maximize their independence and enjoy an enriched quality of life. The Care Advocate often serves as the clients' campaigner when utilizing health benefits, researching resources both locally and nationally, works with the client on applications (paper and electronic), maneuver through automated systems, connect with reputable direct care providers (home health, private caregivers) and align the client with local support options to meet unmet needs.

Upon notice from an area hospital, skilled nursing facility or other residential care setting, the Door-Through-Door (DTD) Coordinator contacts the family or patient representative and begins educating them about what services are being ordered for their loved one (home health, occupational therapy, new medications) by the discharging care setting. The DTD Coordinator will conduct a home check prior to the patient coming home so that preventative or supportive measures are in place and will arrange to have in-home support services arranged and waiting the patient's arrival. If transportation is not available (the patient requires a wheelchair or other nonemergency transport) our DTD Project Coordinator will use an agency vehicle to assist in getting the patient home.

The effectiveness of this position is measured by annual user satisfaction surveys, degree to which annual program goals are met, and supervisor review.

Duties:

1. Working with clients and/or families to assess, develop, and implement a holistic plan of care tailored to help clients meet their unmet needs and problems in the client's environment.
2. Monitoring and evaluating provider care and services, and recommending modifications to the client's in-home care plan as needed.
3. Maintaining appropriate records to facilitate client's care plan and referred services.
4. Create community relationships with public and private resources.
5. Identifies solutions and resources to non-standard requests for services. Using "out of the box" thinking to approach difficult situations.
6. Attend and participate in community networks as related to the provision of services to seniors and the disabled.
7. Developing and maintaining effective working relationships with other Foundation staff members; including integrating Care Advocate clients within other existing Foundation for Senior Care programs.
8. Visiting seniors/disabled in their residences and or while transitioning from medical settings to home setting.
9. Attend appointments (medical, dental, legal, or other social service) with the senior/disabled client.
10. Providing follow up for healthcare and public benefit resources.
11. Complete all reports required by the Executive Director and Board of Directors.
12. Supervise, train and coordinate support volunteers.
13. Maintain a safe and clean environment for clients, volunteers and staff.
14. All other duties as assigned.

Qualifications:

Position: While an MSW or RN degree is preferred, a bachelor degree in a related field will be considered. At least 2 years work experience in community health services, social services, and/or support services is required. Must have a strong ability to develop, implement, evaluate and modify multi-disciplinary care plans (health and social). Due to the charting details mandatory for these plans, excellent organizing, writing, coordinating and communication skills will be required. Possess the ability to work effectively and patiently with individuals with age related, cognitive or physical limitations. Work with minimal guidance and supervision, but must be willing to work with agency staff to identify support for complex situations. Ability to develop and deliver community presentations. Basic computing skills and a working knowledge of Microsoft Office and internet browsers is necessary. Ability to speak Spanish is preferred but not required. Reliable transportation and a clean DMV record is required.

Agency Culture: Ability to work independently, as a team member, and/or a team leader. Demonstrate a sincere desire to work with persons of all ages, who may be frail, moderately handicapped, slightly confused, or have incapacitating chronic conditions. A talent for developing strong interpersonal relationship and consensus building is preferred. Ability to perform work in a creative, energetic, and self-directive manner. As a member of a nonprofit team, each employee is expected to attend and support agency fund development and outreach events.

Continuing education is encouraged and supported as possible.

Work Hours: This is a 40 hour per week position (exact schedule will be determined upon hiring and is subject to change depending on agency needs). The agency core operating hours are 8:00 a.m. to 5:00 p.m. Monday through Friday, however some weekends and evening appointments may be required.

Salary Range: \$17 - \$22 per hour, nonexempt.

A monthly \$25 cell phone remuneration is included on the first paycheck of the month to cover the employee's use of a personal cell phone for agency business.

Supervisor: Executive Director

All interested applicants should submit a resume and complete the agency employment application form. Applications can be requested by calling 760.723.7570, requested by email fsc@foundationforseniorcare.org, or visit the Foundation for Senior Care office at 135 S. Mission Rd., Fallbrook, CA 92028.

Questions about this positions should be directed to Rachel Mason, Executive Director.