

ALZHEIMER'S ASSOCIATION  
POSITION DESCRIPTION

Position Title:	Manager of Family Services	Status: Full time
Territory:	Gregg, Harrison and Smith Counties	
Rural Territory:	Anderson, Camp, Cherokee, Henderson, Marion, Panola, Rains, Rusk, Upshur, Van Zandt and Wood	
Reports to:	Senior Manager of Education	Grade: Exempt

GENERAL SUMMARY:

This position requires a minimum of supervision and a high level of personal initiative and organization. This position will build, create and implement programs and services in Gregg, Harrison, and Smith Counties. Responsibilities include but are not limited to: developing and implementing a plan of care for individuals/families dealing with Alzheimer's disease and or related dementia, coordinate outreach and awareness campaigns, provide local resources to families and conduct education trainings.

ESSENTIAL JOB FUNCTIONS:

- Develop, implement and coordinate outreach programs within 3 county service area: Gregg, Harrison, and Smith counties
- Develop and expand business opportunities in Smith County.
- Develop and train volunteers to be Champions for the Cause and participate in “Train the Trainer” concept to extend services to rural areas (education programs, support groups, health fairs).
- Receive and act on Helpline referrals or other community sources to assure optimal service to families.
- Record Helpline case notes and maintain client information in appropriate databases
- Work with members of the program service team as well as appropriate committees of the Board of Directors to promote outreach and awareness within territory.
- Maintain current referral lists and resources for community services, agencies, health facilities etc.
- Conduct regular educational presentations/trainings to meet the needs of the service area
- Serve as a liaison within the community networking with: agencies, health facilities, senior centers, churches, civic organizations etc.
- Oversee Unforgettable Tuesday's Day Club. Submit Brookdale reports and expense claims as requested.
- Provide contracted services as per the agreement with the East Texas Area Agency on Aging. Submit required report and billing.
- Refer potential clients for the Medic Alert +Safe Return program to the Manager of Safety Services
- Prepare and submit reports to the Senior Manager of Education as requested.
- Work with appropriate Chapter staff in the planning and implementation of events in the area (i.e. Memory Walk, media events etc.)
- Act as an advocate for Alzheimer's Association clients
- Represent the Alzheimer's Association at health fairs.
- Attend trainings and staff meetings as requested.

#### WORKING CONDITIONS:

- Occupy office space in Longview, travel up to 40% within major county territory
  - Primary service territory is Gregg and Smith counties. Service work in other counties may be required.
  - Travel by car to attend meetings within the chapter territory, and by air to attend other meetings
  - Work may be stressful during periods of high volume or tight deadlines
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#### EQUIPMENT:

- Laptop Computer workstation
  - Fax machine
  - Telephone
  - Photocopier
  - Internet access
  - Blackberry
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#### MINIMUM REQUIREMENTS:

- Suggested Bachelor's degree from an accredited university or college in Business, Education, Social Work or Gerontology.
  - At least 1 year of experience in marketing, management, working with diverse populations, evaluating psycho-social needs, and being able to advocate for various resources
  - Knowledge of community resources
  - Demonstrated skill in ability to develop and implement a plan of care for patients/families
  - Demonstrated strong written and verbal communication skills
  - Bilingual preferred
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#### PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to work effectively with volunteers, staff and external contacts to build and maintain successful teams
- Ability to prioritize and manage multiple priorities
- Ability to anticipate, identify, organize and analyze growth opportunities
- Ability to communicate effectively in person, in writing and electronically to a variety of audiences
- Ability to work effectively with diverse populations
- Ability to analyze information and make timely, appropriate decisions
- High level of integrity, diplomacy and initiative
- Ability to work evenings and weekends as needed
- Ability to travel as needed to perform job duties
- Ability to operate designated office equipment

This job profile in no way states or implies that these are the only duties to be performed by the job holder. He/she will be required to follow any other instructions or perform any 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.