CAREGIVER PROGRAMS MANAGER

Reports To: Caregiver Programs Director
Department/Team: Caregiver Programs
Status: Full-time
Hours: 40 hours/week
Direct Reports: Scheduling & Data Coordinator (50%); Volunteers serving in Star C
Location: Central and West, Virtual and Hybrid as required

EMPOWERING LIVES SINCE 1996:
Amazing Place is the Houston area's leading resource for navigating dementia and nurturing brain health. A faith-based nonprofit with 30 years of experience, Amazing Place serves those with mild cognitive impairment and mild to moderate dementia, caregiving families and friends, congregations, and anyone who want to be proactive about brain health. Now with two campuses, one in Central Houston and the other in Katy, our organization offers evidence-based programs in both English and Spanish, ensuring that individuals and families facing some of life's most challenging moments are met with knowledge, compassion and hope.

OUR MISSION:
We empower families facing the challenges of dementia and Alzheimer's and advance brain health for all.

WHO WE ARE:
At Amazing Place, we believe that those living with dementia can live full, meaningful lives. We also believe much can be done to embrace good brain health, protect memory, slow progression of and prevent neurological disorders.

POSITION OVERVIEW:

Amazing Place is experiencing dynamic growth and transition while expanding our mission of *Empowering Families Facing the Challenges of Dementia & Alzheimer's & Advancing Brain Health for All.* The Caregiver Programs Manager (CPM) will serve as an important leader on the Caregiver Programs team. The CPM will help plan and implement a variety of programs/services designed to support the journey of family members and friends who care for their loved ones diagnosed with dementia. The CPM will be able to work in two locations under the supervision of the Caregiver Programs Director (CPD).

RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

Leadership

- Serve as a knowledgeable and enthusiastic provider and promoter of Caregiver Programs/Services in the Houston and Katy areas.
- Ensure an overall positive and valued experience with members of the Caregiver Programs Team.
- Work collaboratively with other program areas, understanding the importance of how all our services work together to serve our community.

Programs

- Be fully trained and licensed in the Savvy Caregiver Programs, including the six-week Foundational Training and Savvy Express. Licensing will be obtained in both formats and kept up to date with the required fidelity exams; Deliver the Savvy class in both locations and in community and church settings regularly.
- Lead the STAR C Program which is delivered to caregivers with special challenges who work with a trained volunteer on the Star C protocol. The role will include overseeing volunteers and matching them with appropriate caregivers. under the supervision of the CPD;
- Become fluent in the Caregivers Connect modules and deliver these important 90-min programs regularly.
- Be a vital presence and contributor at our Caregiver Q&A Events.
- Become an Alzheimer's Association trained facilitator for caregiver Support Groups and lead support groups as assigned.

Team and Organization

- Serve as the team leader in the absence of the CPD
- Attends weekly Caregiver Programs Team meetings
- Attend marketing presentations/events as requested
- Attend Peer Supervision and Savvy Peer Supervision; Staff meetings and Staff trainings as required;
- Other responsibilities as assigned such as, but not limited to:
    - Become fluent in the organization's CRM system.
    - Provide excel spreadsheets to maintain SCP class rosters, contact information, and data collection.
    - Populate the SCP classes using a list of questions as a guide; but consult with CPD on more challenging referrals.
    - Ensure preparation of the SCP caregiver manuals and materials including changes and upgrades are current.
    - Assist with development and implementation of measurement tools and outcomes records.

Other duties and responsibilities as assigned.

EDUCATION AND WORK REQUIREMENTS

Masters preferred related clinical field
3-5 years of relevant dementia professional experience required
Personal dementia caregiver experience preferred
Computer Proficiencies– Microsoft products, including PowerPoint, Excel, Word, and ZOOM

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED

Maintains current CPR, AED, any professional licenses,

SPECIAL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Understands the concept of being a team player in a work environment where employees consistently come together for the greater good. Recognizes that the unpredictable nature of working with dementia patients could occasionally involve contributing more than your share of the workload to achieve a departmental or participant outcome. Maintains a cheerful communication style, demonstrating the necessary patience to work well with people who have mild to moderate dementia.

COMPETENCY

Amazing Place's mission is to empower families facing the challenges of dementia and Alzheimer's and advance brain health for all. Consequently, we feel that to fulfill this mission, we must strive to hire employees who possess the following qualities:

- Respectful
- A Team Player
- Flexible
- Trustworthy
- Empathetic
- Considerate

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision. While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk or hear. The employee is regularly required to stand; walk and sit.

COMPENSATION: Compensation is commensurate with experience. Attractive benefits package included.

HOW TO APPLY: Please send resume with cover letter to Careers@amazingplacehouston.org. All resumes will be reviewed, only those being considered for an interview will be contacted.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.