

Alzheimer's Community Care, Inc.

Position Title: Family Nurse Consultant Assistant (Central Palm Beach)
Supervisor: Director of Family Nurse Consultants
Department: Community Care Services Department
FLSA Status : Non- Exempt
Effective Date : 07/01/2015
Revision Date: 7/1/2018

Position's Major Description:

The Family Nurse Consultant Assistant (FNCA) assists with all administrative components of the Family Nurse Consultant (FNC) Program and is the anchor for the office operations. The FNCA provides direct support to multiple Family Nurse Consultants and the Director of ID Locator Program. Responsibilities include communication, documentation, answering telephones, assisting callers, file management, preparing reports, facilitator of appointments and other Program related tasks as directed by supervisor. The FNCA function is a valuable link between the Family Nurse Consultants, ID Locator Program, and internal operations and/or the community at large.

Position Responsibilities:

1. Accepts and screens first time callers by completing initial screening form, routing calls to appropriate staff and providing information to the appropriate FNC and or other staff personnel who may need to conduct a follow up.
2. Receives day time crisis calls, collects pertinent information on crisis response report and faxes/calls/e-mails information to appropriate FNC and other staff personnel who may be assisting with the case. If the FNC is not reached in the first contact, then the FNCA will contact and place call with the COO, VP of Education, or CEO.
3. Bridges the communications and actions between Family Nurse Consultants, caregivers, family members and the professional community to facilitate service provision and community relations.
4. Participate and contribute to verbal and written communication, assist with maintaining patient and caregiver files and updates the file information stored on the computer database as needed.
5. Responsibilities include entering information into various database systems, which requires accuracy, integrity and competency. i.e. Excel, Word, ADS, SAMIS, and other Web-based data bases to support service reporting and delivery.
6. Travels to other FNC sites to assist with file maintenance as requested by Family Nurse Consultant or Supervisor.
7. Manages and documents calls within the FNC case load to caregivers and/or family members following standards of service timelines set by the policy or request of the FNC and recommends changes to supervisor at any given time.
8. Maintains a supply of forms, new assessment and annual packets, general information packets and information folders, handout materials and educational materials.

9. Assist with collating and executing monthly paperwork and packets routinely. If attendance sheets, new member registrations and volunteer hour sheets are collected, they are forwarded to the appropriate resource to process and document. Maintains a consistent schedule in phone coverage, opening and closing the office. A Facilitator for the ID Locator Bracelet Service by meeting caregivers in the daycare setting, in the home and office for wrist band or battery changes.
10. Processes and forwards exited/closed Caregiver and Patient charts from the Family Nurse Consultants according to the archiving policies and guidelines. Also, processes and forwards other departmental documentation following fiscal year archiving.
11. Participate in community projects, networking venues, or meetings as needed.
12. Completes annual updates to patients' and caregivers' Annual Disaster Plans. Participates in Emergency Management/Business Continuation Plans as instructed by supervisor and/or protocol pre, during post event.
13. Assists in the development & implementation of policies to guide data entry, documents database changes to ensure that the database effectively captures patient and caregiver information and generates accurate demographic & file print-outs.
14. Is the anchor for the office operations and is responsible for ordering office supplies, appearance and cleanliness of location and liaison to Supervisor and Operations Manager on such matters (i.e. water delivery, machine malfunction etc.). Also, educational handouts, ACC materials, and outreach information is accessible and dated to families and the public at large within an office location.
15. Assists the High Risk Intervention Project Manager on data entry in ADS.
16. Is responsible for the safety/security of the office that works with supervisor and office manager on these matters.
17. Substitutes in Alzheimer's Community Care's Specialized Adult Day Service Centers, on an emergency basis with assignments specified by the Program Manager and/or Program Nurse including to engage patients for participation in activities, serve food and general clean-up.
18. Performs other administrative tasks as directed by Supervisor. Duties with disaster preparedness when preparing pre, during and post event.
19. Perform other assignments and duties as requested.

Supervisory Responsibilities:

Supervises work of volunteers on specific projects.

Position Relationships:

Internal Relationships: with the department's Director of FNC, Administrative Assistant, Family Nurse Consultants, Director of ID Locator Services, ID Locator Assistant, peer FNCA's, Case Managers, High Intervention Program Manager, VP of Education and Quality Assurance, Specialized Day Services staff, and volunteers. Works as a team member with other staff and departments to accomplish required tasks.

External Relationships: communicates and has direct contact with patients, caregiver, family members, healthcare professionals and community partners when necessary.

Other Relevant Aspects of Position: May require work in excess of scheduled hours from time to time. May require travel to other Family Nurse Consultant offices as needed.

Position Requirements:

Education and Experience: The Family Nurse Consultant Assistant is a professional with a high school diploma and/or equivalent to, three years of professional experience in administration duties, health related preferred.

Essential Job Requirements of Position:

1. Must pass drug screening and level II criminal background screenings by Department of Elder Affairs and Agency for Health Care Administration.
2. Must be free of communicable diseases. Required to update physical and TB testing annually.

Qualifications/Skills/Abilities:

1. Possesses a working knowledge of long-term care and community-base services.
2. Must be organized, independent, and self-directed.
3. Computer literate in Microsoft Word and Excel Spreadsheet and in the use of all office equipment (i.e. multi-line phone system, fax, copier, postage machine).
4. Models effective customer relationship skills in both intake and feedback processes.
5. Excellent communication skills, both oral and written, with comfort in making outreach calls.
6. Must possess reliable transportation.

Working Conditions:

1. Walks or stands 40% of the time, sits the other 60%.
2. Periodic driving of 10 to 50 miles on highways and side streets.
3. Works in shared office area with moderate noise level and restricted workspace.
4. Works with a department team of up to 70 people and may interact with up to 30 people daily.
5. During emergency conditions, may be exposed to long working hours.
6. During working hours, may be exposed to offensive odors.

Position Resources:

1. Professional name badge.
2. Office key(s) and alarm code when applicable.
3. Mileage reimbursement.

I have fully read and understand the requirements of the aforementioned job description. I agree that, as a condition of my employment, I will maintain confidentiality regarding all patient, caregiver, volunteer records and Alzheimer's Community Care financial issues, which may come to my attention. I also understand that as a condition of my employment, I will avoid all relationships, practices, and/or situations which present a conflict of interest, to my position or the organization. I understand that this job description is not intended and is not

