



## Caregiver Support Lead

The Caregiver Support Lead provides support to caregivers throughout the Cowichan Valley region through: one to one support, support groups, support programs, advocacy, referral and information sharing.

### **Responsibilities**

- Provides one to one emotional and resource support to caregivers in person, by telephone and digitally.
- Facilitates support groups, other support programs and develops additional support groups as needed.
- Manages referral intake processes and works cooperatively and professionally with referral sources.
- Ensure caregivers receive professional, meaningful support in a group format by providing boundaries, safety, confidentiality, authenticity and emotional attunement.
- Effectively communicate group expectations and ensure all caregivers have an opportunity to share according to the group guidelines.
- Ensure caregivers are assessed for distress and signs of burnout and refer them accordingly.
- Establish professional and effective communication with team.
- Ensure accurate and comprehensive records are maintained using the information management system in a timely manner and according to organizational guidelines and priorities.

### **Tasks**

- Receive referrals and contact caregivers in a timely manner
- Ensure new members are greeted and made to feel welcome
- Ensure members are familiar with support group ground rules; maintain the guidelines for support groups
- Set up and take down of support group rooms and one to one support spaces
- Maintain supplies used

- Maintain relationship with facilities hosting support groups
- Focus on peoples' gifts and strengths and work in an empowering way
- Foster good public relations and field inquiries from the public
- Build collaborative community relationships and networks
- Provide advocacy support
- Identify community services and Healthcare resources that meets caregiver's needs
- Make appropriate referrals to external services
- Gather accurate statistical data and uses program evaluation tools
- Update information management systems, including producing case notes
- Provide written communication pieces for publishing on various platforms
- Train and supervise volunteers
- Communicate with staff regularly and participate in staff meetings
- Maintain calendars and appointments
- Complete reports and evaluations
- Participate in clinical supervision processes
- Attend regional and provincial meetings as appropriate
- Maintain the highest standards of confidentiality and protection of privacy

## **Knowledge & Skills**

- Excellent understanding of issues facing caregivers and their families including emotional and mental health issues related to caregiving including loss, grief, burn out, self-care, etc
- A demonstrated sensitivity and awareness of intercultural and inclusive communities
- Excellent group facilitation skills
- Success in relationship building, empathy and compassion
- Detailed knowledge of community resources for caregivers
- Ability to establish and maintain therapeutic boundaries
- Ability to use professional judgment, empathy, tact, and integrity.
- Good understanding of computer systems, including data entry and data management systems, keyboard 35 WPM
- Ability to work independently
- Ability to communicate effectively both verbal and written
- Ability to use vehicle for work and to travel to services sites
- Physically and emotionally carry out the duties of the position

## **Education and Experience**

- Background in social work, psychology, counselling, and/or community support work
- Minimum of 2 years experience working with older adults and seniors
- Minimum of 2 years experience facilitating supportive groups

- Background in mental health issues in older adults
- Experience as a paid and/or family caregiver
- Experience and/or knowledge regarding dementia and a willingness to learn more
- Experience and/or knowledge of health care system
- Experience working with volunteers