



Bi-lingual Client Services Representative/ Community Health Worker

GENERAL DESCRIPTION

Provide basic client education on dementia, conduct intakes and assessments with families and persons living with dementia. Facilitate provider and community outreach, support and health education activities. Facilitate connections to community resources. Support and promote all Alliance programs and services.

EXAMPLES OF WORK PERFORMED

- Handles confidential health information with discretion and in accordance with policies and procedures.
- Conduct evidence-based programs with clients, such as REACH II.
- Meet with clients to conduct assessments to determine need of programs, services, and delivers basic education on dementia and case management, through face-to-face meetings, home visits, and phone inquiries.
- Coordinate client follow up and monitoring for status changes
- Provide comprehensive resource referral, including identifying community resources and vendors (nursing homes, home health agencies, physicians, etc.) and matching those services with client needs.
- Collaborate with Program Director to identify potential program participants.
- Maintains client files, documentation and database entries as required by programs.
- Completes mini memory screenings at the Alliance and in the community.
- Assist with the coordination of respite, counseling services, education and other programs & services.
- Supports programs including Day Club, Project Lifesaver and Support Groups.
- Conduct some community outreach on Alzheimer's disease and related dementias, and client services and conduct client recruitment.

GENERAL QUALIFICATIONS

Experience and Education

Must have interpersonal and communication skills and have the ability to get along with others. Ability to work independently, organize work, plan and maintain accountability for time and work schedule. Knowledge of community resources. Certified by the Texas Department of State Health Services as a Community Health Worker, enrolled in a program to become certified or willingness to become certified or a background or license in social work. High school diploma or equivalent and some college required. Knowledge of Alzheimer's disease or dementia preferred. Bilingual (Spanish) is required.