



Duet | Caregiver Services Manager

Position Description

Last Updated:	November 4, 2022
Title:	Caregiver Services Manager
Supervisor:	Caregiver Services Director
Position Description & Scope of Work:	Duet guides and supports family caregivers – most often people caring for aging loved ones – through a wide range of services. This key position supervises and helps carry out these vital services, resulting in improved well-being to hundreds of caregivers each year. The Caregiver Services Manager position is a full-time (40 hours per week) benefit eligible position which has a primary focus of providing wrap-around support services (support groups, information and referral resources, educational programming, etc.) for dementia family caregivers in Maricopa County.
Salary Range:	\$49,000-\$51,000/year (non-exempt/hourly) (This position is funded for two years with a goal to make it permanent.)
Key Skills Requirements and Responsibilities:	<ol style="list-style-type: none"> 1. Provide situational guidance to caregivers as well as high quality information and referral services. 2. Plan, provide, and report on team outreach activities. 3. Manage, schedule, promote, and report on virtual and in-person caregiver support groups, workshops, peer support and other activities throughout Maricopa County. 4. Organize and conduct dementia family caregiver support groups and provide personalized guidance and resource information, as needed. 5. Represent Duet through community presentations and perform outreach efforts to further support caregivers and all populations served through Duet. 6. Supervise Bilingual Program Coordinator, student interns, and volunteers. 7. Create, analyze, and report on outcomes measurement activities (surveys) in Survey Monkey to help determine quality and impact of services and to guide planning. 8. Manage grant deliverables, follow-up, and deadlines. 9. Help prepare and manage completion of service-related communications including weekly emails and bi-monthly newsletters. 10. Perform other duties when assistance is requested. 11. Carry out additional duties/initiatives as assigned.

Highest Priority Personal Attributes	<ul style="list-style-type: none"> ▪ Strong understanding of the local aging network, gerontology, and caregiver resources is preferred. ▪ Ability to problem solve, plan, organize and carry out activities, as well as to monitor progress in reaching goals. ▪ Excellent written and verbal communication skills. ▪ Sensitivity to diverse backgrounds. <p>Commitment to Duet’s mission, vision, values, and guiding principles.</p>
Qualifications:	<ul style="list-style-type: none"> ▪ A minimum of a Bachelor’s degree in Social Work, Community Engagement, Counseling, or related field, required. ▪ Individual guidance and group facilitation experience preferred. ▪ Five years social services experience preferred. ▪ Program and/or event planning experience preferred. <p>Proficient in Word and Excel; and comfortable learning additional computer programs.</p>
Benefits:	<ul style="list-style-type: none"> ▪ Flexible work environment ▪ Health & life insurance ▪ Retirement plan contributions ▪ Vacation, sick, personal, and holiday time off
About Duet:	<p>Duet’s mission is to promote health and well-being through vitally needed services to homebound adults, family caregivers, faith communities, and grandfamilies.</p> <p>Our vision is a community where every person ages with compassion, dignity, and hope.</p>
Work Environment:	<p>The Duet office is a warm, welcoming environment. Duet staff, board, and volunteers are passionate about Duet's mission and improving the lives of older adults.</p>
Work Location:	<p>10000 North 31st Avenue, Suite D200 Phoenix AZ 85051 In-office with work from home schedules are considered.</p>
To Apply:	<p>Email resume with cover letter to:</p> <p>Janet Richards Director, Caregiver Services Duet: Partners In Health & Aging richards@duetaz.org</p>