



**MEMORY CARE™**  
**HOME SOLUTIONS**

4389 West Pine Blvd

St. Louis, MO 63108

[www.memorycarehs.org](http://www.memorycarehs.org)

## **Memory Care Home Solutions**

### **Program Assistant**

#### **Organization Overview**

Memory Care Home Solutions is a 501(c)(3) nonprofit organization that exists to extend and improve quality time at home for families caring for loved ones with memory loss, dementia, or Alzheimer's disease. This mission is realized through a unique evidence-based intervention that pairs home-based caregiver training, dementia care education, and safety assessment with ongoing family follow-up and resource referrals. As a result, family caregivers are equipped to provide the best possible care to their loved ones, to effectively manage stress, and to sustain meaningful relationships within the family. Memory Care Home Solutions actively partners with Missouri stakeholders to minimize health care utilization costs at the individual, community, and institutional levels.

#### **Position Overview**

In accordance with Memory Care Home Solutions' policies and procedures, the Program Assistant provides support to all program department staff. This position has the responsibility of managing intake calls, scheduling client services, performing data entry, communicating with referral sources, overseeing client follow-up procedures, and coordinating program volunteers. This position has direct client interaction via the phone and in-person and requires excellent skills in time management, organization, and attention to detail. The Program Assistant reports to the Practice Manager.

#### **Minimum Qualifications**

- Associate's degree (or equivalent experience) in social work or healthcare administration; Bachelor's degree preferred
- One or more years of work experience in a geriatric and/or community-based setting
- Ability to lift thirty (30) pounds.
- Working knowledge of all Microsoft Office products e.g. Outlook, Excel, and Access
- Excellent skills in phone-based support and client service

**Preferred Qualifications**

- Bachelor’s degree in social work or related field of study
- Advanced continuing education in area of geriatrics
- Direct experience working with older adults, families, and people living with dementia, Alzheimer’s disease or other cognitive impairment
- Experience routinely collecting data (benchmarks, indicators, and outcomes)
- Experience working within an electronic medical records environment

**Compensation Package and Reporting**

- Position reports to and works under the direct supervision of the Practice Manager
- Salary Range: \$15-\$17 per hour, commensurate with experience
- Two weeks paid vacation
- 9 paid holidays
- Group health and retirement savings benefits available

**Key Performance Objectives/ Responsibilities**

<p><b>Program Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Process all program intake calls and communicate knowledgeably regarding mission and programs</li> <li>• Create, maintain and update client records (assessments, communications, and client information) in the database</li> <li>• Perform quality assurance procedures, including completion of data audits</li> <li>• Schedule in-office and home-based client appointments and manage new client assessment materials for social work and occupational therapy service</li> <li>• Greet clients for in-office appointments and complete check-in procedure</li> <li>• Maintain training venue and client meeting spaces</li> <li>• Complete resource facilitation for current and potential clients and seek guidance from program clinicians as needed</li> <li>• Attend and represent program department at health fairs and workshops to promote program services</li> <li>• Perform other programmatic duties as needed</li> <li>• Gather and verify insurance information</li> </ul>	<p>70% of time</p>
--	---	--------------------

	<ul style="list-style-type: none"> <li>• Perform daily data entry and assist other administrative positions in their data entry when needed</li> <li>• Collaborate with other program administrative position when needed at the end of every day</li> <li>• Collect and verify health insurance benefits and eligibility and have knowledge to translate financial costs to clients</li> <li>• Prepare monthly client follow-up reports</li> </ul> <p><b>Measurables: Points are defined above</b></p>	
<b>Administrative and Support Responsibilities</b>	<ul style="list-style-type: none"> <li>• Review, create, and manage program documents</li> <li>• Track inventory and order supplies for the department</li> <li>• Coordinate materials for health fairs, marketing and tours to prepare program department</li> <li>• Perform other administrative duties as needed</li> <li>• Know the functions of other administrative positions to assist in ensuring all program related tasks are up to date</li> </ul> <p><b>Measurables: Points are defined above</b></p>	20% of time
<b>Outreach Responsibilities</b>	<ul style="list-style-type: none"> <li>• Build relationships with referral sources and community partners</li> <li>• Conduct 2-3 facility tours of caregiver training environment per quarter</li> <li>• Schedule educational presentations</li> </ul> <p><b>Measurables:</b></p> <ul style="list-style-type: none"> <li>• <b>Meet with 4 referral sources per quarter to deliver materials and education on program services</b></li> </ul>	10% of time

Please send resume and cover letter to [sschoenig@memorycarehs.org](mailto:sschoenig@memorycarehs.org) to apply.