

**POSITION ANNOUNCEMENT**  
**Posting Date: December 12, 2014**

**Position:**       **Coordinator, Helpline**  
Part-time Position, 25 hrs./week  
California Southland Headquarters

Answer Helpline calls by assessing needs of callers, make appropriate referrals, educate and provide support to those impacted by Alzheimer's disease or a related dementia.

**ESSENTIAL RESPONSIBILITIES:**

- Answer incoming calls from professionals, family caregivers, and persons living with dementia
- Provide disease education and caregiving strategies
- Conduct follow-up on calls received by the National contact center during off hours
- Enter demographic information and conversation notes into the Helpline database system and maintain accurate and complete documentation
- Assess the caller's safety and respond according to agency protocol
- Prepare and send resources to callers
- Maintain online resource database and add new resources as appropriate
- Maintain Helpline desk reference materials for volunteers and staff
- Communicate effectively with Care Consultation staff members regarding cases
- Assist Helpline volunteers and Helpline Administrative Assistant as needed
- Other duties as assigned

**MINIMUM REQUIREMENTS:**

- B.A. degree in social work, gerontology, public health, or related field
- Excellent verbal and written skills
- Computer literacy and typing skills
- Successful background screening
- California driver license, proof of automobile insurance, reliable transportation

**Submit cover letter and resume to:** Alzheimer's Association  
California Southland Chapter  
Attn: Human Resources – Coordinator, Helpline  
4221 Wilshire Blvd., Suite 400  
Los Angeles, CA 90010  
E-mail: [alz1ajob@gmail.com](mailto:alz1ajob@gmail.com) (*Word attachments only*)  
Fax: 323-938-1036  
**No telephone inquiries**