



FIRST LINK DEMENTIA HELPLINE COORDINATOR

Full Time

There are approximately 70,000 British Columbians living with dementia, and this number is growing. For every person living with dementia, there are many more people affected, including family, friends, co-workers and other members of their communities. Our vision is of a world without Alzheimer's disease and other dementias and that world begins with a more dementia-friendly society, where people affected by dementia are acknowledged, supported and included. When you work for the Alzheimer Society of B.C., you help us realize that vision by connecting more British Columbians to the support and education they need at any point on their dementia journey. You help us challenge stigma and change the future for people affected by dementia. You help us show people affected by dementia that they're not alone.

ABOUT THE POSITION

Working as one of two Dementia Helpline Coordinators, and with a core group of Support and Education Coordinators throughout the province, ensures callers to the First Link Dementia Helpline are responded to through supportive listening, assessment of caller's needs, recommendation of information resources, by making referrals to other Alzheimer Society of B.C. dementia support programs or community services as needed. May supervise a group of dedicated volunteers.

ABOUT YOU

You have a post-secondary degree and several years of experience in a health or social service agency function, preferably with Helpline or support call experience. You also bring:

- Knowledge and experience with Alzheimer's disease/dementia and caregiving issues.
- Experience in providing support and information in a human services environment.
- Helpline or support call experience and fluency in a second language are assets.
- Excellent interpersonal and customer service skills.
- Proven leadership abilities and ability to work independently.
- Volunteer management training/experience.
- Organizational and time management skills.

PLEASE NOTE: The successful candidate will be asked to provide proof of full COVID-19 vaccination and will also be required to obtain clearance through the BC government online criminal record check system.

RESPONSIBILITIES/ACCOUNTABILITIES

- Provide supportive listening to individuals calling the Dementia Helpline including people affected by dementia, the public or community partners.
- Assess callers' needs, determine and recommend appropriate resources (brochures, handouts, etc.), and make referrals to the Society's other community programs as appropriate.
- Screen clients being referred to the Society's support groups and education programs.
- Maintain complete, objective, and up-to-date recordkeeping in the database.
- Maintain familiarity with the Society's and other relevant community programs to support people living with dementia and caregivers across the province.

- Stay up to date regarding Alzheimer’s disease and dementia research, new resources and the Society’s programs and services.
- Support Dementia Helpline volunteers and ensure ongoing training and development of the program volunteers.

ABOUT US

We offer a flexible work environment, including opportunities for a nine-day fortnight and the possibility of working remotely within a hybrid work model. We also offer:

- Excellent employee benefits package.
- Competitive salary.
- Employee and Family Assistance program for you and your dependents.
- Growth and learning opportunities, including support for appropriate training and development initiatives.
- Generous leave provisions (vacation, personal days, etc.).
- 13 paid statutory holidays a year.

TO APPLY

If this sounds like you, we would love to hear from you.

EMAIL (Only PDF or Word documents are accepted) your resume and a cover letter that details how your experience and qualifications match this opportunity. Please include your salary expectation.

This posting will remain open until the position is filled. We encourage you to apply as soon as possible.

Human Resources
Alzheimer Society of B.C.
300 – 828 West 8th Ave
Vancouver, BC V5Z 1E2

humanresources@alzheimerbc.org

We sincerely thank all applicants for their interest in the Alzheimer Society of B.C. Due to the high number of applications we receive, only applicants who are selected for an interview will be contacted.

To find out more about the Society, our programs, and about First Link® and the Dementia Helpline, visit www.alzheimerbc.org



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