

## SUPPORT AND EDUCATION COORDINATOR/FIRST LINK® SOUTH ASIAN COMMUNITIES 18 month position – full time

### ABOUT THE POSITION

Working independently and as part of a provincial team, this position is responsible for consistent delivery of core Society First Link® programs and services through regional locations, in Punjabi, and has knowledge and experience in the South Asian communities. Some travel within the region may be required. The position is a temporary, leave coverage position, for 18 months.

### RESPONSIBILITIES

- Ensure the Society's core First Link® programs and services (information, support services and education) are consistently delivered at the community level, utilizing various delivery methods and responding to the needs of the primary target groups.
- Deliver standardized workshops for caregivers, people with early symptoms of dementia and the public.
- Develop and oversee support groups for family/friend caregivers and people with early symptoms of dementia, recruiting and supporting volunteer facilitators.
- Develop and maintain relationships with health care professionals through presentations, informal and formal contacts and information exchanges to build referral network.
- Manage the referral process to facilitate early intervention
- Maintain proactive outreach and ongoing follow up with people with dementia and their families, and connections to services and supports
- Respond to calls on the First Link® Dementia Helpline (Punjabi) to provide supportive listening, assess caller needs, recommend information and resources, make referrals to other Society dementia support programs and complete intakes as needed.
- Work with the team to develop and implement a plan to build and maintain an effective volunteer base to help deliver programs and services.
- Utilizing Society accepted practices, train, manage, evaluate and recognize support and education volunteers.
- Maintain a client and referral sources database, ensuring recordkeeping is complete, objective and current.
- Collect intake forms and statistics, prepare reports and participate in the evaluation process.
- Other duties as required to meet the needs of the role in relation to organizational goals.

### QUALIFICATIONS AND EXPERIENCE REQUIRED

- Fluency in written and spoken English and Punjabi is required.
- Working knowledge of Microsoft Office, strong organizational and time management skills.
- Ability to work independently, with a strong attention to detail.
- Extensive knowledge of and experience with Alzheimer's disease/dementia and caregiving issues.
- Experienced in providing support and education in a human services environment, public speaking and presenting structured education programs, group facilitation, peer support interventions, volunteer management, and developing and building community connections.

ALZHEIMER SOCIETY OF B.C.  
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**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.

### OTHER REQUIREMENTS

- Some evening and weekend work may be required. Flexibility regarding scheduling is expected. Must have access to reliable transportation.

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 US

We offer a flexible work environment, including opportunities for a nine-day fortnight and/or the ability to work from home on occasion (this position may work remotely during the pandemic). We also offer:

- Excellent employee benefits package.
- Competitive salary.
- Participation in Group RRSP.
- Employee and Family Assistance program for you and your dependents.
- Growth and learning opportunities.
- Generous leave provisions (vacation, personal days, etc.).
- 13 paid statutory holidays a year.

*Equity and diversity and inclusion are essential to societal change and healthy workplaces. An open and diverse community fosters the inclusion of voices that have historically been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.*

**EMAIL** your resume with a cover letter that tells us how your experience matches the position. Please include salary expectation.

**This posting will remain open until filled.** Interested candidates are encouraged to apply as soon as possible. Thank you.

Thank you for your interest. Please note only shortlisted candidates will be contacted directly.

To find out more about the Society, our programs, and First Link®, visit: [www.alzheimerbc.org](http://www.alzheimerbc.org)

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