

# Alzheimer Society of Niagara Region Operations Coordinator

## Mission, Vision and Values

The Alzheimer Society of Niagara Region's mission is to advocate for and with people with dementia and their care partners and provide access to a diverse range of appropriate resources and supports. Particularly, to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

Our vision is to create a community where individuals with dementia and their care partners are fully supported to maximize their quality of life and well-being. Ultimately, a world without Alzheimer's disease and other dementias.

### Our Values

**Collaboration, Accountability, Respect, Excellence**

The Alzheimer Society of Niagara Region (ASNR) is a community support service organization that provides programs and services to people living with dementia and their care partners in the Niagara Region. We work closely with other service providers to ensure quality care and support for our clients.

We employ administrative and fund development staff, educators, social workers, nurses, therapeutic rec staff, personal support workers and volunteers who work together as a team to meet the needs of people living with dementia and their care partners.

We recognize the value and dignity of each individual and ensure everyone has genuine, open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. We are dedicated to building a diverse and inclusive work environment, where the rights of all individuals and groups are protected and all members feel safe, respected, empowered, and valued for their contributions.

We value **justice** and **connection** and these are the guideposts we use for decision-making of all kinds. We believe that this will guide the organization toward a place of inclusion for all - where equity and access to essential supports and services becomes the reality.

## Position Description

**Title: Operations Coordinator**

**Reporting To: Manager of Fund Development**

**Hours of Work: 40 hours per week; Monday to Friday 8:30 am to 4:30 pm**

**Annual Salary: \$44,000 - \$48,000**

## Position Summary

The Operations Coordinator will organize and synchronize the daily operations of the Alzheimer Society with the necessary resources, administrative support and functional equipment required for management and staff to effectively carry out their individual roles. This role will also process assigned referrals coming from the community and enter client information in the AlayaCare system.

## **Duties and Responsibilities**

### **Administrative/Program**

- Administrative support for management team
- Preparations for various meetings (Board and AGM) and guest visits, including logistics and refreshments
- Arrange relevant staff training and compiling of proof of such training for personnel files
- Reception coverage as required and scheduled or for sick/vacation of front desk staff
- Back up for Supervision of office volunteers and summer student placements
- Liaise with community agencies as required
- Disseminate information regarding office/program closures according to weather protocol
- Work collaboratively with staff, volunteers and community partners to meet Society's mission
- In conjunction with the Care Committee and management organize the logistics of functions which could include catering, venue booking, and purchasing of social fund gifts
- Provide support as required to ASNR programs which can include assistance during a program and/or required backup i.e. Arranging taxi services
- Purchase and maintain adequate supplies for office and programs, including but not limited to refreshments and paper products through bulk purchasing, suppliers and individual shopping
- Maintain inventory of brochures, resources and staff Daytimers
- Participate and provide support to the Quality Improvement Committee as required
- Participate in staff and project meetings
- Minute taking at requested meetings
- Assume other functions as may be assigned by management as it relates to the operations of the Organization

### **Support Employment Orientation Process**

- Oversee the new employee induction process, including set up of new employees in office systems (building swipe card, telephone, etc.) and mandatory employee training
- Assist with the administrative aspects of new employee recruitment and selection process as requested.

### **Finance**

- Reconcile all monthly VISA statements with appropriate receipts and program allocation in preparation for the Finance Officer to post in accounting system
- Reconcile and submit monthly bingo reports
- Oversee staff development budgets with session bookings and monitoring of expenditures
- Compiling staff monthly timesheets in preparation for payroll reconciliation
- Other finance support as required

### **Intake as Assigned**

- In the absence of, or assigned by the Intake Coordinator, conduct intake interviews to collect relevant demographic information and understand the basic reasons for referral
- Obtain informed consent from clients to allow the provision of services
- Ensure that clients fully understand the scope of services offered and their rights regarding confidentiality and privacy
- Explore in a sensitive manner the nature of the request for service, e.g. presenting problem, request for service, precipitating factors, risks etc.
- Speak with clients on the phone and match clients with the appropriate services at ASNR and provide resources as needed

- Create accurate and thorough documentation of intake information in accordance with ASNR policies and best practices in the AlayaCare system.
- Work with the ASNR First Link team to support client Intake call flows and procedures

### **Building Maintenance/Vendors**

- Identify problems in operations and resolve them in a timely manner
- Act as a liaison to all contracted vendors to solve issues or set up new systems
- Through work orders, provide direction to Maintenance for internal repairs
- Order requested facility supplies i.e. Flexo Products
- Oversee premises and equipment tasks, including but not limited to heat and air conditioning, electrical, plumbing, gardening etc.
- Coordinate supply requests and deliveries with Maintenance
- Research quotes for operations expenditures, including but limited to facility equipment, office devices/stationery and new and existing ASNR program equipment/supplies

### **IT Support/Vendors**

- Oversee premises and equipment tasks, including but not limited to internet, phone system, photocopiers, security etc.
- Ensure annual building/equipment inspections and certificates are completed
- In conjunction with Database Coordinator, provide external IT support (i.e. AOS, Xerox)
- In conjunction with Database Coordinator, provide internal support for purchasing and configuring required equipment (i.e. mouse, monitors, cameras etc.)
- Maintain and update lists for phones, passwords, swipe cards, resources, schedules, etc.

### **Health and Safety**

- Member of The Joint Health & Safety Committee
- Obtain certification as a Joint Health and Safety Committee Member under The Ministry of Labour regulations
- Maintaining First Aid supplies and inventory
- Ensuring Health and Safety legislation compliance i.e. staff bulletin board, monthly facility inspections, WHMIS Data Sheets etc.

### **Qualifications**

- Relevant Post-Secondary Education
- Must have basic administrative and bookkeeping experience
- Advanced Microsoft Excel skills
- Solid knowledge of computer programs/systems and databases
- Proficient with Microsoft 365
- Excellent verbal and written communication skills
- Police Vulnerable Sector Check
- Must have a valid driver's license and access to a reliable vehicle

### **Skills and Knowledge**

- An understanding of dementia is an asset
- Excellent administration and time management skills
- An effective communicator
- Experience and proficiency in data entry and statistical reporting
- I.T. and system administrator knowledge

- Able to effectively and efficiently plan, organize and manage workload and projects, set priorities, meet deadlines, and work under pressure
- Adaptability and stress management skills to complete required tasks in a busy environment
- Ability to use discretion, judgment and tact in handling sensitive or confidential information or situations
- Ability to quickly assess the effects of changing circumstances and develop strategies that will minimally disrupt the workings of the organization
- Ability to multi-task and produce results with minimal supervision
- Be able to work in a team environment

## **Working Environment**

- Work is generally performed within an office environment, with standard office equipment common to an office work environment; such as but not limited to a computer, printer, photocopier, multi-line telephone, fax machine
- Everyday risks or discomforts may require safety precautions typical of an office environment, i.e. use of safe work practices with office equipment, proper ergonomics
- Work is generally sedentary in nature, but may require standing and , there may be extended periods of visual concentration; extended periods of sitting in a stationary position
- The employee may occasionally lift and/or move up to 25 pounds.
- Bending, kneeling or crouching may be required
- Occasional work activities outside of the office environment, will require the use of an insured, reliable vehicle
- Required to adhere to a scent free environment

## **Commitment to Equity, Diversity, and Inclusion**

The Alzheimer Society Niagara Region welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from First Nations, Inuit and Métis, Indigenous Peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as LGBTQ2S+.

**Qualified candidates should forward a resume and cover letter by May 10<sup>th</sup>, 2024 to:**

Teena Kindt, CEO

Email: [tkindt@alzheimerniagara.ca](mailto:tkindt@alzheimerniagara.ca)

Fax: 905-687-9952