

Role Profile
Coordinator, Client Services
Position 001-21

Société Alzheimer Society

N O V A S C O T I A

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Organizational Profile

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Organizational Profile

The *Alzheimer Society of Nova Scotia (ASNS)* is the leading not-for-profit health organization working to improve the quality of life for Nova Scotians affected by Alzheimer's disease or other dementias and advance the search for the cause and cure. Since 1983, ASNS has providing help for people with Alzheimer's disease and other dementias, and their caregivers – and that help comes in many ways.

Alzheimer's disease is a progressive, degenerative disease. Over 560,000 Canadians currently have Alzheimer's disease, and according to experts this number will triple to 2.3 million Canadians by 2031. In our province alone, over 17,000 Nova Scotians live with the disease.

Mission Statement

ASNS is committed to alleviating the personal and social consequences of Alzheimer's disease and other dementias and promoting the search for causes and cures.

Vision Statement

- Provide leadership in addressing the reality of Alzheimer's disease and other dementias.
- Strengthen existing programs and create new ones in response to ever increasing needs.
- Advance and develop educational opportunities.
- Participate in and promote research.
- Provide an environment that attracts and retains high quality staff and volunteers.

Forget Me Not Symbol

ASNS uses the Forget Me Not flower as a symbol to represent memory loss, one of the symptoms of Alzheimer's disease. It is also a reminder to remember people with Alzheimer's disease and other dementias and their caregivers. The three flowers in the symbol represent the person with dementia, the caregiver, and the *Alzheimer Society*.

Our Values

Our values are “CARE: Collaboration, Accountability, Respect, and Engagement.” Work is in progress to ensure that ASNS values underpin all aspects of our working culture, from hiring and orientation to performance evaluations to how we manage our day to day and interact with each other:

- **Collaboration** - We work together as one organization, and actively engage with partners to fulfill our mission and achieve our goal – that Nova Scotians receive personal and responsive services throughout their dementia journey.
- **Accountability** - We measure our performance and follow a process of continuous improvement. We are wholly accountable for our actions, we lead with personal accountability, and must account to our stakeholders for our use of the financial and human resources available to us.
- **Respect** - We set for ourselves the highest standards of honesty, trustworthiness and professional integrity in all aspects of our organization and carry out our work with the utmost respect for the dignity and the rights of the people we serve, and those we work alongside.
- **Engagement** - We strive to engage stakeholders in meaningful ways. To inform, listen and be attentive to those we work with - people with dementia, families, community partners, donors, volunteers, and staff members.

We Are ASNS!

Our talented staff team works across three core organizational functions: *Finance & Administration*, *Programs & Services*, and *Philanthropy*. Each department has a Director as lead (reporting to the CEO), with a small management structure underneath. Even though we recruit and work based on specialties it is widely understood that anyone who joins our team ‘works as one’ with their colleagues. We all have a role to play in ensuring the health, success, and sustainability of our organization and its deliverables across all functions and we work as needed to meet mission and fiscal goals.

Diversity & Inclusion

Dementia does not discriminate. We put personhood at the centre of our work, and we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees, clients, and stakeholders. All qualified applicants will be considered for our team, and we encourage applicants from diverse communities to self-identify in their application. Please request any accommodation required to facilitate the recruitment process.

Board of Directors

The dedication, enthusiasm and expertise of our Board of Directors makes it possible for us to continue helping those living with Alzheimer's disease or other dementias.

Alzheimer Society Federation

ASNS is a member of the *Alzheimer Society Federation* (the Federation) which consists of 10 provincial societies and the *Alzheimer Society of Canada (ASC)*. This Federation is defined as a network of partners committed to a common mission and a shared brand and program model, while remaining legally independent from one another. In addition to independent provincial strategic plans (the responsibility of individual societies), there is also a Federation-wide strategic plan and it is crucial each society is in support of effective execution of both. There are shared financial mechanisms relating to nationwide revenue sharing, provincial support of the nationwide Alzheimer Society Research Program, and an annual assessment for shared service provision.

First Link®

ASNS operates using the First Link® model of Programs and Service delivery. Persons living with dementia and their families/care partners are connected to Client Services of the Alzheimer Society for information, education and supportive counselling. These connections are ideally made as early as possible in the course of the disease, and are maintained throughout the progression of the disease via a combination of programs and services provided by ASNS, alone or in partnership with other health and community agencies. Clients may contact the society directly, or be referred by a physician or other health care provider.

Additional Information

- Alzheimer Society of Nova Scotia
<http://www.alzheimer.ca/en/ns>
- Partnerships
<http://www.alzheimer.ca/en/ns/About-us/About-the-Alzheimer-Society/Our-Partners>
- About Dementia
<http://www.alzheimer.ca/en/ns/About-dementia>
- Services and Programs
<http://www.alzheimer.ca/en/ns/We-can-help>
- The Dementia Strategy
<http://www.alzheimer.ca/en/ns/News-and-Events/Media-centre/DementiaStrategy>

The Role

As a Coordinator of Client Services, you are part of a team that provides direct client services to persons living with dementia, and/or to their partners in care. This is done by means of direct service delivery through the Alzheimer InfoLine and other programs and services of the Alzheimer Society, as appropriate. The Alzheimer Society of Nova Scotia provides service to the entire province. It is estimated that InfoLine service will comprise approximately 70-80% of this position; participation in other programs and services will comprise the other 20-30%.

This position is a permanent, full-time position (35 hours per week), with core hours of Monday – Friday, 8:30am to 4:30pm. Occasional evening and weekend hours may be required, which is compensated for on a flex-time basis. Currently, staff work in the provincial Halifax office approximately 50% of the time and from a home office approximately 50% of time. This arrangement is subject to change.

The home office requires internet connectivity and a private working space. A laptop and cell phone are provided as are general stationary items such as paper, file folders and writing instruments as needed. Office furniture is not provided.

ASNS offers competitive salaries, a group RRSP plan and a comprehensive benefits package.

Accountability & Relationships

Client Services Coordinators report to the Manager of Client Services and work collaboratively as part of a larger, strong and focused programs and services team to achieve the strategic directions of ASNS. In addition, this person works with other staff and volunteers of ASNS and other organizations as appropriate to carry out the responsibilities of this position.

Key Areas of Responsibility

- Provision of timely, accountable and reliable information, education, support and referral to clients;
- Direct delivery of information, education, supportive counselling and referral to persons living with dementia and their families/ caregivers. These clients may directly contact the Alzheimer Society via InfoLine, or are referred to ASNS by physicians, other health care providers, 811 and other programs;
- Direct delivery of other Client Services which may include, but are not necessarily limited to, “Artful Afternoon”, “Coffee and Conversation”, “Shaping the Journey”, “Connections Hub”, “Family Caregiver Education Series” and/or others as developed and assigned;
- Provision of intentional follow-up to clients as appropriate;

- Maintenance of accurate documentation of all client contacts;
- Assist in the development, management and delivery of other programs, services and projects as assigned (i.e. Provincial Conference, Early Stage Forum, future programs and services);
- Participation in Client Services, Programs and Services, Staff meetings and other meetings and working groups as appropriate;
- Active participation in the fulfillment of the Society's mandate for continuous quality improvement by helping to develop tools, maintain records, gather statistics and other duties as may be assigned;

Key Competencies

1) Client Service Orientation

- Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations;
- Works with clients to access their needs, provides appropriate information, strategies and resources to support their needs;
- Develops appropriate rapport with clients and is aware of professional boundaries.

2) Self Awareness

- Has an understanding of their own emotions and “triggers” and how they impact their own behaviour and/or the behaviours of others;
- Has an understanding of their own strengths and limitations, consults with team and manager as appropriate;
- Seeks feedback and considers it carefully;
- Works well under pressure and can manage stress.

3) Teamwork

- Co-operates well with other members of the team to meet team goals;
- Seeks advice when needed;
- Recognizes different ways of working and recognizes the need for flexibility.

4) Communication

- Responds to client or coworker requests appropriately and promptly;
- Demonstrates active listening and supportive skills with clients under stress;
- Promotes person centered care by providing options and empowering clients to make informed decisions that best fit their needs.

5) Cultural Competency

- Displays empathy and understanding related to the complex realities of communities and populations experiencing barriers to equitable health care, and discrimination in general;
- Has awareness of own culture and is open to explore issues of unconscious bias;
- Possesses enthusiasm to learn about and understand diverse behaviors, values, and attitudes.

The Ideal Candidate

Education & Experience

- University degree in Health Sciences, Social Sciences, Gerontology or equivalent;
- Minimum 3 years relevant experience in the fields of counselling, health or community services, and/or case management, or an equivalent combination of education and experience;
- Demonstrated knowledge and application of person-centered principles, problem solving strategies and confidentiality;
- Proficiency in Zoom and Microsoft programs, particularly Teams, Word, Excel, and Power Point;
- Experience working with databases a definite asset;
- Knowledge of Nova Scotia's health system, Alzheimer's disease and other dementias, health charity/not-for-profit environment a definite asset;
- Verbal proficiency in a second language an asset.

Attributes

- Friendly and approachable;
- Excellent organizational and time management skills;
- Exceptional listening, oral and written communications skills;
- Ability to work independently and as a strong team contributor;
- Demonstrated commitment to continuing professional development;
- Sensitivity to the needs of persons living with dementia and their families;
- Professional communicator, open and transparent communication style;
- Open to asking for and accepting help when needed;
- A values-based working style; decisions and actions reflect the shared values of ASNS.

Appendix 1 : Media Posting

Coordinator, Client Services Halifax, Nova Scotia – Position 001-21

Are you passionate about supporting Nova Scotians affected by Alzheimer's disease or other dementias? Are you comfortable and experienced in providing one-on-one supportive counselling primarily over the phone? The Alzheimer Society of Nova Scotia (ASNS) is seeking two positions to work with our dedicated Programs & Services team and talented staff.

The *Alzheimer Society of Nova Scotia (ASNS)* is the leading not-for-profit health organization working to improve the quality of life for Nova Scotians affected by Alzheimer's disease or other dementias and advance the search for the cause and cure. Since 1983, ASNS has provided help for people with Alzheimer's disease and related dementias and their caregivers – and that help comes in many ways. The organization has grown significantly over the past 5 years and presently employs over 25 well-trained, committed, hardworking staff, including a dedicated Programs & Services team, many whom have been with the organization for 10+ years. We are now seeking two Coordinators of Client Services to join our team.

Reporting to the Manager of Client Services, the Coordinator of Client Services provides information, education, support, and referral through our Infoline service. As part of a strong and focused team, the Coordinator of Client Services will bring their university-level education or equivalent, experience in the field of health care and dementia as well as their active listening and communication skills, to this very important role. Some involvement in other Client Services Programs will be expected, and experience with group work is an asset. Position 002-21 may involve client services program delivery with African Nova Scotian communities.

To learn more about these exciting opportunities, visit www.alzheimer.ca/ns/careers for full role profiles.

To apply, please send a resume and cover letter as one pdf document to kaija.whittam@asns.ca. Your cover letter should include a description of how your skills, education, and experience make you a good candidate for this position. Please **quote the position number** above, and apply by **Sunday, May 9, 2021 11:59 pm**.

ASNS is an equal opportunity employer. We are committed to fostering an inclusive, accessible environment, where all employees, clients, and stakeholders, are respected and supported. We are dedicated to building a workforce that reflects the diversity of the people and communities in which we live and serve, and to creating an environment where every employee has the opportunity to reach their potential.

We thank all applicants for their interest, however, only those candidates selected for an interview will be contacted.