

# Alzheimer Society

S I M C O E C O U N T Y

## Job Description

Alzheimer Society of Simcoe County

Help for Today. *Hope for Tomorrow...*®

### Section I: JOB DATA

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Job Title: **Family Support Coordinator**

Reports To: **Chief Executive Officer**

Date: March 2024

### Section II: JOB SUMMARY

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Reporting to the Chief Executive Officer, and as an active and constructive participant of the staff team, the **Family Support Coordinator** is responsible for coordinating all Alzheimer Society support services to clients, including individuals who are living with Alzheimer's disease and other dementias, and/or their care partners (family, friends, and professionals).

The Family Support Coordinator is responsible for developing a care plan for support that focuses on the individual needs and goals of each client, and may include individual and/or group support, and advocacy for community support services.

The Family Support Coordinator is responsible for the provision of Alzheimer Society support services within a defined geographical area, including the development, implementation and delivery of individual and group activities, and the development of positive working relationships with community partners.

## **Section III: KEY RESPONSIBILITIES**

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### **1.0 Client Program Coordination**

- 1.01 Provide ongoing support services to clients (individuals with dementia and/or care partners of individuals who are affected by dementia), including: assessment of client needs/goals, ongoing individual and family support, advocacy services, and providing information on dementia.
- 1.02 Assess the client's need for support and, when necessary, make appropriate internal and external referrals to other services and resources.
- 1.03 Collaborate with the Support Team, inclusive of the First Link Coordinator, to establish, maintain and facilitate group programs for individuals affected by dementia and their care partners as needed to meet the unique needs of the catchment population, including marketing and customization of programs.
- 1.04 In consultation with the Support Team, maintain and nurture relationships with community partners, stakeholders and referral sources that will enhance the success for early intervention of services through the First Link® program; ensure that individuals and families who are referred to the Alzheimer Society Support Program receive timely and appropriate service.
- 1.05 Work with the Society's Education Coordinators and Social Recreation staff to ensure the promotion and delivery of education workshops and social programs.
- 1.06 Make internal client referrals to the Enhancing Care Program as appropriate.
- 1.07 Consult with, and update, the Support Team and CEO on all issues pertaining to the various client service programs.
- 1.08 Contribute regular program information for the Society's newsletter and website.
- 1.09 Liaise with other program staff on issues related to the various client service programs.
- 1.10 Coordinate and supervise Support Program volunteers as appropriate.

### **2.0 Administration**

- 2.01 Assist in the development and maintenance of policies and procedures for the Support Services program and follow practice standards.
- 2.02 Assist in the planning and implementation of appropriate evaluation methods that examine the overall effectiveness of the client support service program, to ensure a timely response to emerging needs.

Position Description: Family Support Coordinator

- 2.03 Maintain confidential, accurate and current files which contain information about individuals accessing services, and complete thorough, dated documentation for each contact with the service recipients, including discharge and referrals.
- 2.04 Maintain the confidentiality of all service recipients as outlined in the Confidentiality Policy.

### **3.0 Knowledge and Awareness**

- 3.01 Maintain a current knowledge of Alzheimer's disease and other dementias, including clinical manifestations, behaviours, current care practices, placement options, treatment options and current resources available.
- 3.02 Participate in appropriate professional development activities to enhance skills and knowledge.
- 3.03 Contribute to the continued development of the position and respond to other duties as deemed appropriate by the CEO in a mutually agreed-upon manner.
- 3.04 Represent the Alzheimer Society on various related committees within the catchment area as directed by the CEO.

### **4.0 Health and Safety**

- 4.01 Work in a safe manner and have a clear understanding of the responsibilities towards health and safety practices during each work day, and while on the Society's business within the community.

### **5.0 Perform other related duties consistent with the job classification, as assigned.**

## **Section IV: QUALIFICATIONS**

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### **Education**

- Certificate, diploma or degree in healthcare field, social services, geriatric care, or other related discipline.

### **Experience**

- Previous experience with individuals and families affected by dementia.
- Previous experience with a community-based agency and/or not-for-profit agency.

Position Description: Family Support Coordinator

- Previous experience in the development and delivery of both individual care plans and group support activities.

*Equivalent combinations of education and experience will be considered.*

#### **Skills, Knowledge and Competencies**

- Excellent organizational, planning and time management skills, including the handling of multiple, concurrent issues and tasks.
- Excellent verbal, written and listening communication skills.
- Exceptional interpersonal skills.
- Ability to work independently as well as in a team environment.
- Knowledge of community social, health and service organizations.
- Computer literacy, with thorough knowledge of the Microsoft Office Suite of software (i.e., Word, Excel, Power Point, etc).
- Knowledge of other software programs relevant to maintaining data records (e.g., Nesda and/or Alayacare)

#### **Professional Licensure/ Affiliations/ Memberships/ Certificates**

- Must have a valid ‘G Class’ driver’s license, access to a reliable car with insurance.
- First Aid/CPR

#### **Section V: WORKING CONDITIONS**

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- General duties within an office environment.
- Delivery of individual and group activities within the community, including private homes, long-term care homes and hospitals.
- Regular access to a reliable and insured vehicle is required as there is travel throughout a large geographical area.

#### **Section VI: PHYSICAL DEMANDS**

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- No special physical demands are required beyond those that are required for the performance of general duties.
- Must be able and willing to work non-standard hours (i.e. weekends, evenings) as needed.

Date Approved: March 1, 2024