

Regional Support & Education Coordinator, Community Services – Whitehorse

About the position

The **Regional Support & Education Coordinator, Community Services** is responsible for community engagement and service delivery throughout the Yukon. In this role you work both independently and as a part of a team, and you are responsible for establishing and delivering the Society's First Link® programs and services within the territory. Responsibilities include developing and maintaining referral pathways to connect clients to support services and resources, and delivering standardized workshops. As this role is fully remote you must be self-motivated and able to work independently. Regular travel within the Yukon is also part of this role, with an expectation of in-person service delivery, outreach and engagement activities at community locations.

Additionally, in this role you actively engage with the community, including fostering and stewarding relationships with the Yukon government continuing care team, health-care professionals, community-based organizations, Indigenous and Indigenous-serving organizations and other interest holders in the region. You represent the Society, and you have key responsibilities for community engagement and service delivery throughout the Yukon.

This role reports to the Manager, Provincial Services and Yukon.

As part of our commitment to Truth and Reconciliation, we actively seek to increase the representation of Indigenous Peoples (First Nations, Métis and Inuit) in our organization. We welcome and encourage applications from Indigenous candidates.

Title: Regional Support & Education Coordinator, Community Services

Salary range: \$58,000 - \$65,000 per year pro-rated to a part-time schedule of 21-28 hours per week

Contract: Permanent

Hours: Part-time - 21-28 hours per week

Location: Remote (Whitehorse)

Key Responsibilities

- Collaborate with the Manager, Provincial Services and Yukon to plan and deliver community programs and services, ensuring established expectations are met and are consistent with the Society's strategic plan, including:
 - Delivering standardized workshops for people living with dementia, caregivers and the public.
 - Facilitating or supporting volunteers to facilitate support groups for people living with dementia and caregivers.
 - Developing the First Link® referral pathway and intake process.
 - Providing one-to-one telephone support to people with dementia and caregivers.
- Collaborate with the Manager, Provincial Services and Yukon to build and steward key relationships with community contacts in alignment with operational and strategic goals.
- Develop and steward relationships with Indigenous and Indigenous-serving organizations to increase collaboration on program and service delivery in the region.
- Collaborate to recruit and support volunteers for a variety of roles, using Society-accepted best practices to train, evaluate and recognize volunteers.
- Maintain client records and other documentation according to Society and legislative policies, procedures and guidelines.
- Other duties as required to meet the needs of the role in relation to organizational goals.

About you

You have a person-centred and collaborative approach and have demonstrated success in developing and stewarding community connections. You bring experience providing support and education in a human services environment which includes public speaking, presenting structured education programs, group facilitation and/or peer support interventions, as well as volunteer management. You are accountable for delivering on key performance indicators while creating an inclusive, barrier-free environment for volunteers, the families we support and community contacts, respecting their diverse backgrounds and meeting them where they are. You care about our mission and will deliver results with integrity, respect and courage. You have a post-secondary degree in social work, gerontology, public health, or social-agency related field, or an equivalent combination of education and experience.

Key Qualifications

- Minimum three years' experience with service delivery in the community-based social services sector. Experience with both one-on-one and group support programming and services is preferred.
- Knowledge of dementia and dementia-related issues would be an asset.
- Knowledge of the health-care system and pathways to access services in the Yukon.
- Experience with and knowledge of Indigenous peoples and cultures.
- Demonstrated success in community engagement and collaboration.
- Ability to manage a diverse and demanding workload.
- Experience in volunteer engagement.
- Excellent oral and written communication skills.
- Committed to a life-long learning approach.

Technical Qualifications

- Confident and efficient using the MS Office suite.
- Familiarity with contact relationship management systems (client databases).

About us

As a member of the team, you will have access to a wide range of employee benefits, including:

- Flexible work options, including flex days and hybrid arrangements.
- 4 weeks vacation to start, 12 sick days, 2 personal days as part of a 35-hour work week.
- 13 paid holidays, with an option for cultural day swaps.
- Full health benefits, including a Health Care Spending Account, group RRSP and Employee Assistance Program for you and your dependents.
- Support for career growth and development.

To apply

If this sounds like you, we would love to hear from you. Please email your resume and cover letter, including salary expectations, to humanresources@alzheimercbc.org. We sincerely thank all applicants for their interest in the Alzheimer Society of BC and Yukon. Due to the high number of applications we receive, only applicants who are selected for an interview will be contacted.

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 BC and Yukon, you help us realize that vision by connecting more British Columbians and Yukoners 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.

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 BC 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.

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



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