



**SUPPORT AND EDUCATION COORDINATOR, FIRST LINK®**  
VICTORIA - Full Time

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 THE POSITION**

Working independently and as part of a provincial team, the Support & Education Coordinator/First Link® is responsible for consistent delivery of First Link® programs and services within an assigned region, including referral systems to provide outreach to clients, and delivery of standardized workshops.

This permanent, full-time position is based in our Victoria Alzheimer Resource Centre; *however, during the pandemic, this position will work remotely.* Some travel within the region is required.

**RESPONSIBILITIES/ACCOUNTABILITIES**

- Under the guidance of the Manager, Regional Services, plan and implement support, education and information programs, ensuring that the expectations of service delivery are met and are consistent with the Society's strategic plan.
- Coordinate the delivery of standardized workshops for caregivers, people living with dementia and the public.
- Coordinate the delivery of support groups for caregivers and people living with dementia.
- Work with the team to recruit and supervise volunteers for a variety of roles within the service. Utilize Society accepted best practices to train, manage, evaluate and recognize support and education volunteers.
- Manage the First Link® referral process so that people are connected to support services early in the disease and throughout the journey.
- Provide one-to-one telephone support to people with dementia and caregivers, ensuring they are offered the Society's information, education and support services.
- Develop and maintain relationships with health care professionals, allied health professionals and other stakeholders through presentations, informal and formal contacts and information exchanges to build, maintain and grow the referral network.
- Maintain client records and statistical reports 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.

## QUALIFICATIONS AND SKILLS

- Post-secondary degree and 3 to 5 years of experience in a health or social agency related function OR an equivalent combination of education and experience.
- 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.
- Working knowledge of Microsoft Office, strong organizational and time management skills, able to work independently, strong attention to detail.
- Some evening and weekend work is required. Flexibility with regards to scheduling is expected. Must be able to drive and have reliable transportation.

## 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 will work remotely during the pandemic). We also offer:

- Excellent employee benefits package.
- Competitive salary.
- Employee and Family Assistance program for you and your dependents.
- Growth and learning opportunities, including support for appropriate training and development initiatives.
- Generous leave provisions (vacation, personal days, etc.).
- 12 paid statutory holidays a year.

## TO APPLY

If this sounds like you, we would love to hear from you.

EMAIL (Only PDF or Word documents are accepted) your resume and a cover letter that details how your experience and qualifications match this opportunity.

Human Resources  
Alzheimer Society of B.C.  
300 – 828 West 8th Avenue  
Vancouver, BC V5Z 1E2

[humanresources@alzheimercbc.org](mailto:humanresources@alzheimercbc.org)

**\*Posting will remain open until a successful candidate is chosen.**

We sincerely thank all applicants for their interest in the Alzheimer Society of B.C. Due to the high number of applications we receive, only applicants who are selected for an interview will be contacted.

To find out more about the Society, our programs, and First Link®, visit:

[www.alzheimercbc.org](http://www.alzheimercbc.org)



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