

Job Description

Alzheimer Society of Cornwall & District

The Alzheimer Society's vision is a world without Alzheimer's disease and other dementias. Our mission is to alleviate the personal and social consequences of Alzheimer's disease and related dementias and to promote research.

Our Values

Collaboration Accountability Respect Excellence

First Link Care Navigator

The First Link Care Navigator will coordinate and integrate supports and services around the person living with dementia and their care partner. In this direct client service role, they will be the key "go-to" person for care partners, with responsibility for identifying needs, supporting self-management goals, and strengthening the communication and care planning linkages between providers and across sectors along the continuum of care. The First Link Care Navigator will strive to ensure that every person living with dementia and their care partners have timely access to information, learning opportunities and support when and where they need it.

First Link Care Navigators report to the Program and Project Manager.

What You'll Be Doing

Initial Contact, Assessment and Care Planning:

- Pro-actively manage incoming First Link referrals within three (3) business days to facilitate early intervention and ensure that clients (people living with dementia and their care partners) have a named point of contact for care navigation support as early as possible before and/or after diagnosis.
- Gather information, conduct or review relevant assessments, and meet with clients (people living with dementia and care partners) to identify current and future needs, goals and level of risk.
- Establish appropriate intervention plans to meet bio/psycho/social needs using a person/family-centred approach.
- Identify needs related to care coordination across service providers.
- Provide therapeutic support to the client either in a group or in individual sessions.

Navigation and Coordination:

- Support clients in navigating the system to access appropriate learning opportunities, support services, care and resources as identified in their individualized plan of service.
- Pro-actively facilitate linkages, communication, information exchange and coordination between clients and service providers along the continuum of care.
- Facilitate regular and ongoing care conferences between clients/care partners and all members of client/care partner care team. This may include in-person meetings and use of a range of technology options and/or accommodations, including language translation services, video conferencing, etc.
- In collaboration with internal and external parties, engage in problem solving and develop strategies to address/overcome barriers in effective coordination/integration of supports and services.
- Leverage and maintain positive working relationships with physicians, health care professionals, health and community support service providers (e.g. hospitals, primary care, mental health, BSO, long-term care,

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retirement homes, police/EMS, specialized geriatrics, community Health Links), and other relevant partners through proactive outreach activities.

- Support awareness of First Link to health professionals, service providers and other relevant community stakeholders in collaboration with internal and external partners.
- Participate in internal/external committees on an ad hoc basis.

Pro-active Follow-Up:

- Monitor and provide proactive follow-up for clients and care partners to ensure ongoing collaboration across services/providers and to identify opportunities for new or emerging care options to meet changing needs and to address service/support gaps.
- Provide supports to clients and care partners as they transition through use of different parts of the health, social and residential care systems.

Monitoring/Evaluation:

- Collect, maintain and report required quantitative and qualitative data to support monitoring, evaluation and reporting.
- Participate in planning and implementation of evaluation to examine the overall effectiveness of First Link referral, intake, navigation, coordination, and proactive follow-up functions, to ensure a timely response to emerging needs.

Service Delivery Standards and Quality Improvement:

- Maintain confidential, accurate and current client records, including complete and thorough documentation for each client contact, in compliance with relevant privacy legislation and in accordance with professional standards and internal policies.
- Ensure that client consents, privacy, and confidentiality are maintained in compliance with legislation, professional standards/regulations and internal policies.
- Maintain an advanced level of knowledge of Alzheimer's disease and other dementias, including clinical manifestations, behaviours, current care practices, treatment options, placement options, available community resources, and all relevant legislation.
- Assist with the development and maintenance of policies, procedures and resources to support First Link referrals, intake, system navigation, care coordination, and follow-up activities.

- **Participate in knowledge transfer and exchange and collaborate with Alzheimer Societies across Ontario to support the delivery of best practices and ongoing quality improvement.**

- A bilingual, enthusiastic and dynamic individual who is passionate about making an impact in the community to support people living with dementia
- A highly organized person, with particular attention to detail, that can manage multiple priorities simultaneously
- Ability to work independently while simultaneously working with a highly engaged and dynamic team
- A creative person who seeks opportunities to grow the impact of the Alzheimer Society
- Prior experience in a similar role is an asset, as well as any formal education in fund development and/or communications, although not required for the right individual!

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Who You Are:

Education:

Undergraduate degree in health sciences, gerontology, or other related health care discipline.

Experience:

- 3 to 5 years client service experience in the health and/or social service sectors
- Superior verbal and written proficiency in French and English
- Experience working directly with people living with Alzheimer's disease or other dementias and their care partners
- Experience and knowledge in management of chronic and complex health conditions
- Knowledge of available community services/supports and clinical, social and residential care options
- Understanding of roles and linkages across primary care, community care and specialized geriatric services
- Strong knowledge of client-centered philosophy
- Knowledge of clinical practices and training models related to dementia (eg: P.I.E.C.E.S. and U-First!)
- Experience in assessment and care planning/coordination
- Experience working in settings requiring inter-professional collaboration

Working Conditions:

- Driving throughout the five Eastern Counties to deliver job mandate
- Flexible work hours, occasional evenings and weekends

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles.

What We Offer

Work life balance is important to us here at the Alzheimer Society. That is why we offer our employees:

- A generous benefit plan after 3 months of service
- Employee and Family Assistance Plan
- A matching RRSP with up to 5% employer matching after 1 year of service
- Personal days that can be used at any time

Hiring Zone & Salary Range:

Hiring Zone: \$48,000

Salary Range: \$46,000 - \$48,000 (Grade 5)

Commitment to Equitable Recruitment

The Alzheimer Society recognizes the value and dignity of each individual and ensures everyone has genuine,

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open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. Accommodations are available on request for candidates taking part in all aspects of the selection process, in accordance with the Human Rights Code and AODA.

The Alzheimer Society 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 2SLGBTQIA+.

How to Apply

We thank everyone for their expressed interest – and are truly appreciative of the time individuals put into applying – but with the limitations of time, only those selected for an interview will be contacted.

Please submit your cover letter and resume to:

donna@alzheimer-cornwall.ca

Please include the 'Job Title' in the subject line.

Closing Date: Friday, May 3, 2024, at 12:00pm