

Alzheimer Society

DURHAM REGION

Title: Bilingual Support and Education Coordinator

Status: Full time (35 hours/week)

Reports to: Manager of Client Services

Supervises: Volunteers, students (as required)

Position Summary:

Under the direction of the Manager, Client Services, the Bilingual Client Support Service Coordinator (“BCSSC”) will be responsible for delivering high-quality dementia support services through education, support group facilitation, one on one therapeutic counselling, navigation, and consultation to family caregivers and persons with dementia. The BCSSC will maintain ongoing outreach to Francophone community and deliver education to community partners and health care providers. The BCSSC will work with clients in both official languages, with a particular focus upon the francophone community. The role of the BCSSC will also fulfill all expectations outlined in agency Policies and Procedures.

Responsibilities:

Service Delivery Responsibilities

- Conduct initial intake screening and assessment with both caregivers and persons with dementia
- Collaborate with clients to develop person-centered goals and individual client care plans
- Deliver one-on-one dementia specific supportive consultation (navigation, resource sharing, education, counselling) in the form of phone, virtual, home, or office consultation
- Facilitate the Francophone Caregiver Support Group; ensuring a positive, safe and respected community environment to build on and promote an opportunity for Family Caregivers to meet together and exchange ideas in a supported environment.
- Deliver support and education sessions in both official languages, providing an opportunity for persons living with cognitive impairment and care partners to learn more about the disease, symptoms and symptom management
- Deliver ASDR education to community partners and healthcare providers within the francophone community including coordinating and executing the delivery of dementia friendly francophone community initiatives and training programs, as required.
- Collaborate with other health service agencies and inter-professionals, both internally and externally, strengthening connections to Francophone service delivery agencies and the Durham Region Francophone population
- Develop and maintain ongoing outreach activities to Francophone community

- Assist in the coordination, design, delivery and evaluation of community education and awareness events to a broad variety of target groups, including persons living with dementia, family and professional caregivers, general public, students, volunteers, ASDR staff and community partners using a wide array of delivery methods including, but not limited to, presentations, forums, consultations, dementia simulations, and web-based e-learning
- Maintain individual service files, including assessment, care planning, and case documentation as per service delivery standards, utilizing an electronic client data management system and documenting within regulatory standards and ASDR program policies
- Participate in best practice initiatives and team-based projects to advance clinical knowledge and support
- Other duties as assigned from time to time

Administrative/Organizational Responsibilities

- Maintain service delivery statistical data entry in accordance with direct service policy requirements and provide statistical analysis on an as-needed basis.
- Assist Communication Department in translating resources, documents, and other materials as required
- Actively participate in agency related meetings, providing follow up action and involvement as designated, working collaboratively with colleagues in a positive team centered approach
- Represent the Society on community committees as assigned
- Participate and commit to key agency annual fundraising events as required
- Other duties as assigned from time to time.

Qualifications:

Education

- Completion of a post-secondary or Masters level degree in social work or health sciences (BSW or MSW preferred)
- Comprehensive knowledge and understanding of Alzheimer disease and related dementias.

Experience

- Minimum 2 years' experience working with persons with Alzheimer's disease and related dementias and their caregivers in a counselling capacity
- Minimum of 1 years' experience in the delivery of education and/or training to adults
- Experience facilitating support groups
- Experience working in a community-based health/social services role
- Proven ability to work effectively as part of a multidisciplinary team and demonstrated competence in performing case management, clinical assessment and intervention and documentation of care
- Demonstrated experience interfacing with data management systems, statistical reporting, and client services processes/procedures
- Experience in a charitable not-for-profit environment preferred
- The ability to work with clients of diverse ethno-racial and cultural backgrounds is an asset.
- Experience supervising volunteers and students.

Other Knowledge, Skills, Abilities or Certifications

- Fluently bilingual (French/English) with excellent verbal and written communication skills in both French and English
- Current registration and good standing with a recognized professional regulatory body/college is considered an asset
- Certification in P.I.E.C.E.S framework, GPA, U-First! considered an asset
- Evidence of strong organizational, problem-solving, and prioritization skills
- Excellent interpersonal, communication, and documentation skills with the ability to work well with clients, families, all levels of staff, volunteers, community partners and the public
- Effective communication and public speaking skills
- Demonstrated ability to work both independently and collaboratively with all team members
- Ability to work remotely when required (laptop provided)
- Excellent computer skills including Word, PowerPoint, Excel, databases and competency in information and communication technology (i.e. MS Teams, Zoom)
- Demonstrated pattern of good attendance
- Ability to work occasional evening/weekend hours
- Current Ontario 'G' driver's license and access to an insured vehicle on a daily basis
- Clear Vulnerable Persons Check (within the last 6 months).

Physical Demands

- No special physical demands are required beyond the performance of general office duties

Travel

- Must have insured vehicle and be able to travel throughout Durham Region

TO APPLY:

- Please submit your application to jobs@alzheimerdurham.com quoting "**Bilingual Support and Education Coordinator**" in the subject title no later than **September 30th at 4:00 p.m.**

No phone calls please. We thank you for your interest in applying to the Alzheimer Society of Durham Region; however, only candidates selected for an interview will be contacted.

Human Rights Code & AODA:

The Alzheimer Society is an equal opportunity employer, and we are dedicated to building a workforce that reflects the diversity of our communities in which we live and serve. We are also committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Commitment to Equitable Recruitment:

The Alzheimer Society welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous

peoples of North America, Black and persons of color, persons with disabilities, people living with dementia, care partners and those who identify as 2SLGBTQ+.

The Alzheimer Society requires that you be fully vaccinated for COVID-19, subject to any accommodation obligations it may have under human rights legislation.

Disclaimer

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.

Approved: May 2022