

Alzheimer Society

DURHAM REGION

Title:	Director of Clinical & Client Services
Status:	Permanent, Full time (37.5 hours/week)
Reports to:	CEO
Supervises:	Program Managers (Client Support/Education, MINT, Active Living, Community Education & Training)

Position Summary:

The Director of Clinical & Client Services (the “Director”) oversees the implementation, management, supervision and evaluation of all ASDR clinical programs and client services in accordance with policies, best practice and the mission of the organization. Community engagement and active collaboration with key community partners are central to the role for ensuring the quality and sustainability of programs and services. As a member of the Senior Leadership team, the Director participates in strategic planning, budgeting, problem solving and organizational initiatives.

Responsibilities:

Program and Service Delivery

- Responsible for the implementation, management, supervision and evaluation of all programs and services assigned to this portfolio, inclusive of Client Support/Education, MINT Memory Clinics, Enhancing Care, Active Living, Adult Day programs, in accordance with the mission and the goals of the organization
- In consultation with the CEO, develops new initiatives to support the strategic direction of the organization and meets the needs of ASDR clientele
- Oversees program planning and development and provides strategic input and direction to Program Managers
- Works collaboratively with clients and Client Advisory Committee members to ensure new and existing clinical programs are co-designed and developed utilizing a Citizenship model of engagement.
- Implements the long-term goals and objectives of the organization’s Strategic Plan to achieve successful outcomes of ASDR clinical programs and client services
- Oversees policy development for ASDR clinical programs & client services
- Leads program evaluation and quality improvement initiatives in collaboration with Director of Philanthropy and Director of Operations
- Provides leadership and oversight to the agency Accreditation process
- Oversees the collection, analysis, and evaluation of all clinical program statistics for Ministry reporting

- Reports on quarterly statistical variances and provide solutions for rectifying
- Identifies and develops HSIP funding proposals, and contributes to grant application opportunities to support expansion of existing and development of new clinical programs
- Ensures that program activities comply with all relevant legislation, professional standards of practice and organizational policies
- Develops strategies to meet the needs of people living with dementia according to current trends and available resources

Human Resource Management

- In consultation with the CEO, responsible for the selection, hiring, and coaching of identified program staff;
- Coordinates and directs the work of the clinical program staff including supervision, performance evaluation, training and team building
- Implements and adheres to ASDR human resource policies, protocols and practices
- Provides, consultation, guidance and support to staff related to dementia and best practice in the field
- Supports the identification of opportunities for volunteer support in programs & services;
- Promotes a culture of high performance and continuous improvement that values learning and a commitment to quality.

Management and Operational Functions

- Contributes to short and long-term organizational planning and strategy as a member of the senior leadership team.
- If appointed, will assume the role of Acting Chief Executive Officer in the absence of the Chief Executive Officer
- Acts as a facility manager if required
- Ensures that the CEO is kept well informed with respect to all clinical programs and service delivery initiatives
- Participates in budgeting, marketing and organizational planning
- Oversight of department budgets inclusive of monthly review of profit & loss statements, analysis of spending and financial explanations.
- Develops, promotes, and maintains positive professional relationships both internally and externally
- Ensures adherence to organizational policies and protocols, Occupational Health and Safety regulations and employment standards
- Prepares reports as directed by the CEO

Community Engagement

- Promotes a culture of participation and sustained engagement through an authentic partnership approach
- In consultation with the CEO and the Director of Philanthropy, identifies opportunities for community partnerships and engagement to ensure the continuous delivery and

improvement of community services and supports for persons living with dementia and their care partners

- Attends agency fundraising events and other community events as required
- Engages and empowers stakeholders to create dementia-friendly communities and improve health and community support services
- Advocates for and with persons living with dementia, care partners and families at an individual and systemic level
- Supports the engagement of persons with dementia and care partners as advisors to programs and services on local and provincial levels
- Participates in community tables and committees as deemed appropriate
- Such further and other duties as may be required at the direction of the CEO

Other

- Represents the Alzheimer Society professionally in the community.
- Participates in organizational committees and task forces as requested.
- Complies with organizational policies and procedures.
- Complies with the duties imposed by law or contract and the policies and procedures for performing the job in a safe and healthy manner.
- Performs other duties as assigned.

Qualifications:

Education

- Degree in the health and/or social sciences
- Post graduate degree (preferably Masters level) in a health/social science or related field
- Membership in a regulated health profession

Experience

- Minimum of 5 years' middle management and supervisory experience in a social service or healthcare agency, preferably in the field of aging
- Demonstrated leadership, management and interpersonal skills
- Comprehensive knowledge of Alzheimer's disease and related dementias and their impact on the person, care partner, family and health care providers
- Current registration and good standing with a recognized professional regulatory body/college.

Other Knowledge, Skills, Abilities or Certifications

- Comprehensive knowledge of available local resources, services, resources & institutions
- Ability to lead, support and evaluate a multi-disciplinary staff team
- Experience with leading change

- Experience with agency accreditation is considered an asset
- Demonstrated ability to plan, coordinate and evaluate programs
- Knowledge of quality improvement principles and processes
- Demonstrated experience in developing funding proposals (HSIPs) is considered an asset
- Knowledge of community engagement principles and strategies
- Strong team building and coaching skills
- Excellent problem solving, priority setting, analytical, time management and organizational skills with an attention to detail
- Knowledge of current legislation and best practices related to dementia
- Excellent oral and written communication skills
- Excellent computer skills
- Superior facilitation, networking and capacity building skills
- Desirable traits include maturity, highly motivated, good judgment, patience, flexibility, personal integrity, compassionate, dedicated and adaptable to change
- Must have a valid driver's license, insurance and access to a vehicle on a daily basis
- Current Ontario driver's license and access to a vehicle on a daily basis

Physical Demands

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

Travel

- Successful candidates must be prepared to travel throughout Durham Region/. The occasional offsite training/meeting may require travel to other sites in the Greater Toronto Area.
-

TO APPLY:

- Please submit your application to jobs@alzheimerdurham.com quoting "**Director of Clinical & Client Services**" in the subject title no later than **June 4 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