

Alzheimer Society

DURHAM REGION

Title: Manager, Client Services

Status: Permanent, Full Time

Reports to: Director of Programs and Services

Supervises: Family Support Team, Enhancing Care Team

Position Summary:

Under the direction of the Director of Programs and Services, the Manager, Client Services will provide clinical supervision, direction and support to the ASDR Family Support Team and Enhancing Care Team.

Responsibilities:

Service Delivery Responsibilities

- Ensure client care and services are delivered in accordance with ASDR's vision and strategic goals and quality outcomes.
- Provide leadership and clinical supervision to the ASDR clinical & support staff
- Conduct staff performance evaluations in a timely fashion
- Facilitate program specific team meetings and provide oversight in team planning, development, implementation, and evaluation.
- Work collaboratively with other ASDR programs and teams to enhance the delivery of quality, client-centered care
- Develop leading edge clinical practices and approaches to transform existing relationships, services, roles and outcomes for vulnerable populations.
- Implement and evaluate client care processes to ensure client & family centered care.
- Develop program policies and procedures and monitor staff compliance
- Approve and maintain adequate staff coverage for all programs via the approval of HR portal entries including requests for vacation, lieu time, leaves and weekly timesheets.
- Promote and ensure adherence to professional practices among each of the team members.
- Analyze and authorize staff professional development requests
- Provides oversight and support to agency volunteers
- Participate in ASO and Reitman Centre (EC) program meetings and teleconferences
- Oversee, review, and analyze statistical reports for a variety of audiences including Ontario Health-East, ASO, Reitman Centre
- Actively participates in the agency Accreditation process in a leadership role
- Develop, execute, and monitor quality improvement plans
- Other duties as assigned from time to time

Administrative/Organizational Responsibilities

- Participate in agency related meetings, providing follow up action and involvement as designated, working collaboratively with colleagues in a positive team centered approach
- Represent ASDR on community committees as assigned
- Participation and involvement in key agency annual fundraising events as required
- Other duties as assigned from time to time

Other Duties

- Perform other duties consistent with the job classification, as required.

Qualifications:

Education

- Graduate degree as a regulated health professional with a comprehensive knowledge and understanding of Alzheimer Disease and related dementia. MSW preferred

Experience

- Minimum 5 years' current experience required with both clinical and managerial experience
- Related clinical/counseling and leadership experience in a health/social services role
- Experience working in a not-for-profit environment preferred
- Demonstrated experience leading multi-disciplinary teams
- Experience administering bio-psycho-social assessments including Rai-HC/CHA, etc.

Other Knowledge, Skills, Abilities or Certifications

- Current registration and good standing with a recognized professional regulatory body/college.
- Evidence of strong mentoring, teaching, organizational and prioritization skills, with the ability to work well in stressful situations
- Demonstrated leadership skills in a team environment
- Excellent interpersonal, communication, and documentation skills with the ability to work well with clients, families, all levels of staff, community partners and the public
- Demonstrated ability to work both independently and collaboratively with all team members
- Excellent computer skills including Word, PowerPoint, Excel, databases and competency in information and communication technology
- Demonstrated pattern of good attendance
- Ability to work occasional evening/weekend hours
- Must demonstrate a commitment to customer service when dealing with clients, colleagues, volunteers and other members of the community and public
- Extensive knowledge of related community resources in Durham Region, preferred
- Understanding of current standards of practice in human resources and employment in Ontario is considered an asset
- 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/Scarborough to provide support and supervise direct reports on a regular basis. 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 “**Manager, Client Services**” in the subject title no later than **September 16th at 4:00pm**.

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 of Ontario recognizes the value and dignity of each individual and ensures everyone has genuine, open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. We are dedicated to building a diverse and inclusive work environment, where the rights of all individuals and groups are protected and all members feel safe, respected, empowered, and valued for their contributions.

Our values include **justice** and **connection** and are the guideposts we use for decision-making of all kinds. We believe that this will guide the organization toward a place of inclusion for all - where equity and access to essential supports and services becomes the reality.

We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA. The Alzheimer Society of Ontario 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 LGBTQ2S+.

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: August 2022