Société Alzheimer Society
PRINCE EDWARD ISLAND

www.alzheimer.ca/pe

Job description – Family Support Coordinator

The Alzheimer Society of PEI (ASPEI) is a non-profit organization committed to improving the lives of Islanders affected by Alzheimer's disease and other dementias. Our mission is to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote the search for a cause and a cure.

The Society offers programs and services to support persons with dementia, family care partners, other family members and friends so they have the help they need today and have hope for the future. We work in collaboration with other health and community support providers to ensure quality across the system of care for all affected.

JOB SUMMARY

The Family Support Coordinator helps persons diagnosed with dementia, their care partners, family members, and friends have timely access to information, resources, ongoing supportive counselling, learning opportunities and specialized programs and services that support families in living better with dementia.

In this direct client service role, they will support a caseload of persons and families who have received diagnosis of dementia. Through standardized screening and assessment processes they will help identify needs, make recommendations that align with client goals, and help families navigate to services that can support them in their communities.

Working as part of a team across PEI, the Family Support Coordinator delivers the services of the First Link program to achieve the following outcomes:

- Provide families facing a diagnosis of dementia with support and system navigation assistance throughout the continuum of illness
- Improve quality of life, client experience, and wellbeing for the person living with dementia and their caregivers
- Help family care partners build capacity and competency to effectively manage the caregiving role and reduce crisis situations
- Support persons living with dementia to remain in their own homes and community for as long as possible, should that be their preference

KEY RESPONSIBILITIES

General

- Advance the vision, mission, and values of ASPEI

- Participate in Strategic and Operational Planning
- Assist in Society fundraising, and other special events as needed
- Represent ASPEI on committees and working groups as required
- Acts as spokesperson for media and other public engagement opportunities
- Project management and implementation of special projects, services, and pilots

Programs and Services

The Family Support Coordinator implements ASPEI's First Link program and other services to support persons and families affected by dementia:

Intake, Assessment and Care Planning:

- Receive new client referrals to ASPEI's First Link program, gather information for client intake, and review or conduct assessments
- Facilitate early intervention (pre and post-diagnosis) and ensure that clients have a point of contact for support throughout their life with dementia
- Work with clients to determine current and future needs and goals, and establish appropriate intervention plans
- Assist in the coordination of care across service providers, and maintain strong partnerships within health and community care
- Maintain confidential and accurate client records in compliance with relevant privacy legislation and internal policies
- Ensure that client consents, privacy, and confidentiality are maintained in compliance with legislation, professional standards/regulations, and policies

Navigation and Coordination:

- Support clients in navigating the system of care to access appropriate services and supports based on their individualized care plans
- Pro-actively facilitate and advocate for referrals, connections, information exchange and coordination between clients and service providers
- Facilitate care conferences between clients/care partners and other members of the care team
- Collaborate with partners in health and community services to address/overcome barriers in effective coordination of supports and services
- Leverage and maintain working relationships with physicians, allied health and community service providers, and other partners through outreach activities

Education and Group Support (In person/Virtual)

- Plan and deliver ongoing First Link education to those affected by dementia
- Plan and deliver public education sessions
- Plan and deliver support groups for persons with dementia and family care partners

- Train and supervise volunteer facilitators as required

Monitoring/Evaluation:

- Collect, maintain, and report data for monitoring, evaluation and reporting
- Assist in planning and implementation of ongoing evaluation of ASPEI programs and services to ensure continuous quality improvement and identify emerging needs and opportunities

Social Programs & Special Projects

- Assist in the design and delivery of social programs (Walking groups, social activities)
- Assist in designing and implementing new programs and services
- Assist with the development and maintenance of procedures and resources

JOB QUALIFICATIONS

Education:

A bachelor's degree with social work, psychology, counselling, or nursing is preferred, and those with a related health or social services college diploma and/or relevant experience will be considered.

Experience:

- Minimum 1-3 years client service experience in the health or social service sectors
- Experience working with people living with Alzheimer's disease or other dementias and their care partners is a strong asset
- Experience and knowledge about chronic and complex health conditions is an asset
- Knowledge of community, social, and healthcare supports, and community care/long-term care options
- Understanding of roles and linkages across primary care, community care and specialized geriatric services
- Strong knowledge of person-centred philosophy
- Experience in assessment and care planning/coordination
- Experience in settings requiring inter-professional collaboration
- Provision of a satisfactory Police Record Check for vulnerable persons is mandatory

Skills:

- Excellent communication (verbal and written)

- Exceptional interpersonal skills, including shared decision-making and facilitation
- Ability to balance and manage multiple projects while meeting essential deadlines
- Strong leadership skills and independence
- Ability to take initiative and be resourceful in problem-solving
- Proficiency with all aspects of office procedures, including use of computer software and web-based applications (i.e. Deliver webinars/Videoconferencing)
- Demonstrated ability to work well within a team

WORKING CONDITIONS, SALARY AND BENEFITS COMPENSATION

- **Job Type** - Full Time - Hours of work 37.5 hrs/wk.
- **Salary -** $48,000-$58,000
- **Working hours**: 8:30am-4:30pm Occasionally evening and weekend required.
- **Working location:** Head office – 166 Fitzroy St, Charlottetown, PE
- **Travel requirements** - This position involves occasional travel across PEI.
- **Benefits** - Dental, extended Health and vision care (after successful 6 month probationary period) and RRSP contribution (Eligible after 1 year of employment)

Please submit your resume and cover letter with subject line **Family Support Coordinator** to:

society@alzpei.ca

We thank all who apply, but only those selected for an interview will be contacted.