

Alzheimer Society

DURHAM REGION

FIRST LINK COUNSELLOR

Status: Full time (35 hours/week)
Reports to: Manager of Clinical Services

Position Summary

Under the direction of the Manager of Clinical Services, the First Link Counsellor will be responsible for providing information and education through support group facilitation and one on one dementia specific supportive counselling to care partners and persons living with dementia. The role of First Link Counsellor will also fulfill all expectations outlined in agency Policies and Procedures

Duties and Responsibilities

Service Delivery Responsibilities

- Support Group Facilitation; ensuring a positive, safe and respected community environment to build on and promote an opportunity for care partners and persons living with Dementia to meet together and exchange ideas in a supported environment and to learn more about the disease, symptoms and symptom management
- Direct Client Service: providing psycho-educational interventions for caregivers, disease education, supportive counselling, stress and behaviour management education, bereavement support, and advocacy to individuals and families living with Alzheimer's and the related dementias.
- Gathering relevant client information required to assess and help identify support services needed for care partners and persons living with Dementia, providing information and referrals as appropriate and establishing follow up support in the form of office or community consultation, or support groups,
- Manage delegated First Link referrals sent by First Link referral partners by logging, organizing and entering First Link client information into a client data management system, making initial and follow up phone contacts as required
- Maintain individual service delivery levels as determined, from time to time, by the Clinical Manager, including the management of a client caseload.
- Other duties as assigned from time to time

Administrative\ Organizational Responsibilities

- Maintain case documentation and service delivery statistical data entry in accordance with direct service policy requirements.
- Active participation 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
- Participation and involvement in key agency annual fundraising events as required
- Other duties as assigned from time to time

Educational Requirements

- Post-secondary degree/diploma in the health or social work sciences with a comprehensive knowledge and understanding of Alzheimer Disease and related dementia. BSW or MSW preferred

Experience and Skill Requirements:

- Minimum of 2 years related counselling experience in a community-based health/social services role
- Experience in a not-for-profit environment preferred
- Comprehensive knowledge of Alzheimer's disease and related dementias and their impact on the person, care partner, family and health care providers
- Experience facilitating support groups
- Solid knowledge of related community resources within Durham Region

- 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 MS Word, Outlook, and databases
- Desirable traits include highly motivated, good judgment, patience, flexibility, personal integrity, compassionate, dedicated and adaptable to change
- Demonstrated pattern of good attendance
- Ability to work evening/weekend hours as required from time to time
- Must demonstrate a commitment to customer service when dealing with clients, colleagues, volunteers and other members of the community and public
- Familiarity with North Durham communities will be considered an asset
- Must have daily access to an insured vehicle and be able to travel throughout Durham Region

The successful candidate will be required to provide a clear police check conducted within the last two months.

TO APPLY:

- Please submit your application to jobs@alzheimerdurham.com quoting “**First Link Counsellor**” in the subject title no later than **Wednesday, February 27th** at 4:00 p.m.
- **Salary range expectations must be included in your cover letter.**

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.

The Alzheimer Society welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.