Job Title: Coordinator, Client Services
Hours: 35 hours/week, permanent position
Location: Halifax

The Alzheimer Society of Nova Scotia operates using the First Link® model of Programs and Service delivery. Persons living with dementia and their families/caregivers are connected to the Client Services of the Alzheimer Society for information, education and supportive counselling. These connections are ideally made as early as possible in the course of the disease, and are maintained throughout the progression of the disease via a combination of programs and services provided by ASNS, alone or in partnership with other health and community agencies. Clients may contact the society directly, or be referred by a physician or other health care provider.

The Alzheimer Society of Nova Scotia provides service to the entire province. This position is based in the Provincial Office in Halifax.

Position Summary:
As an ASNS Coordinator, Client Services you are part of a team that provides direct Client Services to persons living with dementia, and to their partners in care. This is done by means of direct service delivery through the Alzheimer InfoLine and other Programs and Services of the Alzheimer Society, as appropriate. In addition, this position will assume staff coordination for the planning, implementation and maintenance of the Society’s Direct Referral aspect of the First Link Model of operation. This includes outreach to potential partners in the Halifax area, and collaborating, assisting and guiding other staff in their outreach and referral responsibilities across Nova Scotia. This Coordinator, Client Services, works closely with the Manager of Client Services/ First Link to achieve this.

Currently it is estimated that InfoLine service will comprise approximately 50% of this position, First Link Referral and Outreach, and participation in other programs and services will comprise the other 50%.

Accountability/Relationships:
Reporting to the Manager of Client Services, this individual works as part of the Programs and Services team to achieve the Strategic Directions of ASNS. In addition, this person works with other staff and volunteers of the ASNS and other organizations, as appropriate, to carry out the responsibilities of this position.

Specific Responsibilities:
1. Client Services - InfoLine
   - Providing individuals living with dementia and their families/ care partners (caregivers) with timely information, education, supportive counselling and referral, primarily through the ASNS InfoLine service.

2. Client Services - Other
   - Assisting with the planning and delivery of other First Link Client Services, such as the Family Caregiver Education Series and/or our programs for persons living with dementia.

3. First Link Outreach and Referral - Halifax area
   - Coordination, delivery and evaluation of the Outreach and Referral components of the First Link Program.
   - This will include initiating and maintaining contact with potential and appropriate referral partners such as physicians, 811 service providers, etc.
• Providing these partners with information and education about First Link and the Society’s programs and client services.

4. First Link Outreach and Referral – Other areas of Nova Scotia
• Provide guidance and support, as appropriate, to ASNS Coordinators of Education and Outreach, as well as community partners, as other regions of Nova Scotia prepare for and implement the First Link® model.

5. Other
• Assist in the development and delivery of other programs, services and projects as assigned.
• Actively participate in the fulfilment of the Society’s mandate for continuous quality improvement by developing tools, maintaining records, analyzing statistics, and implementing changes in our programs and services.
• Participation in InfoLine, Programs and Services and Staff meetings, and other meetings and working groups as appropriate.

Skills and Experience:
• University degree in Health Sciences, Social Sciences, Gerontology, or equivalent. Masters level preferred.
• Minimum 3 years combined relevant experience in the fields of supportive counselling, adult education, community development, program management or similar.
• Excellent interpersonal, oral and written communication skills.
• Experience and skill in developing strong partnerships.
• Ability to take initiative; work independently and as a supportive and results-oriented team player.
• Comprehensive knowledge of: Alzheimer’s disease and other dementias, the impact of dementia on the person, the family and others, and available community resources.
• Minimum of two years’ experience working with people living with dementia and their families.
• Demonstrated maturity, good judgement, patience and flexibility, integrity, sensitivity, and dedication.
• Ability to travel and access to personal vehicle.
• Proficiency in Microsoft Office programs, particularly Word and Power Point, and database experience.
• Specific training in dementia studies an asset.
• Verbal proficiency in a second language an asset.

Other:
Some evening or weekend work may be required.

First Link® and ASNS Client Services are evolving as the roles and responsibilities of the Alzheimer Society of Nova Scotia Programs and Services Division expand and change. This job description may change over time to reflect this.

Key Behavioural Competencies:
Customer Service Orientation
Project Management Competency
Teamwork
Communication
Relationship Building for Influence

The Alzheimer Society of Nova Scotia is an equal opportunity employer and we are dedicated to building a workforce that reflects the diversity of the communities in which we live and serve. We encourage applications from all qualified candidates.
Please send applications to Wenda MacDonald at wenda.macdonald@asns.ca.
Deadline May 27th 2019 at 9:00 am.

Please include a cover letter that clearly states how you meet the requirements and qualifications for the position, along with your CV or resume. Please include both items in one document file.
We thank you for your interest in this position. Only those candidates selected for an interview will be contacted.