

Soci t  Alzheimer Society

NOVA SCOTIA

Job Title: Coordinator, Client Services, Alzheimer Society of Nova Scotia
Hours: 35 hours/week, 1 year maternity leave 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 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.

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

Currently it is estimated that InfoLine service will comprise approximately 70-80% of this position; participation in other programs and services will comprise the other 20 - 30%.

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:

Provision of timely, accountable and reliable information, education, support and referral to clients.

- Direct delivery of information, education, supportive counselling and referral to persons living with dementia and their families/ caregivers. These clients may directly contact the Alzheimer Society via InfoLine, or are referred to ASNS by physicians, other health care providers, 811 and other programs.
- Direct delivery of other Client Services which may include, but are not necessarily limited to, "Artful Afternoon", "Coffee and Conversation", "Shaping the Journey", "Family Caregiver Education Series" and/or others as developed and assigned.
- Provision of intentional follow-up to clients as appropriate.
- Maintenance of accurate documentation of all client contacts.
- Assist in the development, management and delivery of other programs, services and projects as assigned (eg Provincial Conference, Early Stage Forum, future Programs and Services).
- Participation in Client Services, Programs and Services, Staff meetings and other meetings and working groups as appropriate.
- Active participation in the fulfillment of the Society's mandate for continuous quality improvement by helping to develop tools, maintain records, gather statistics and other duties as may be assigned.

Skills and Experience

- University degree in Health Sciences, Social Sciences, Gerontology or equivalent. Masters level preferred.
- Minimum 3 years relevant experience in the fields of counselling, health or community services, and/or case management, or an equivalent combination of education and experience.
- Demonstrated knowledge and application of person-centered principles, problem solving strategies and confidentiality.
- Ability to work independently and as a strong team contributor.
- Excellent organizational skills.
- Exceptional listening, oral and written communications skills. Sensitivity to the needs of persons living with dementia and their families.
- Demonstrated commitment to continuing professional development.
- Proficiency in Microsoft programs, particularly Word and Power Point.
- Experience working with databases a definite asset.
- Knowledge of Nova Scotia's health system, Alzheimer's disease and other dementias, health charity/not-for-profit environment a definite 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

Teamwork
Communication
Self-Awareness
Diversity
Service Orientation

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: June 7, 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.