

# *Société Alzheimer Society*

SUDBURY-MANITOULIN NORTH BAY & DISTRICTS  
SUDBURY-MANITOULIN NORTH BAY ET DISTRICTS

## **First Link Care Navigator (FLCN-2021)**

Full Time (37.5 hrs./week)

Permanent

120 King St, West

North Bay, Ontario, P1B 5Z7

### **Job Summary:**

The First Link Care Navigator will coordinate and integrate supports and services around the person living with dementia and their care partner. In this direct client service role, they will be the key “go-to” person for families after a dementia diagnosis, with responsibility for identifying needs, supporting self-management goals, and strengthening the communication and care planning linkages between providers and across sectors along the continuum of care. The First Link Care Navigator will strive to ensure that every person diagnosed with dementia and their care partners have timely access to information, learning opportunities and support when and where they need it.

### **Knowledge/Skills/Abilities**

- Excellent communication (verbal and written)
- Exceptional interpersonal skills, including shared decision-making and facilitation
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- Exceptional interpersonal skills, including shared decision-making and facilitation
- Ability to prioritize workload and manage competing tasks
- Ability to take initiative and be resourceful
- Excellent problem-solving and change management skills
- Proficiency in technology (e.g.: Microsoft office and case management and care coordination systems)
- Demonstrated ability to work independently and within a team
- Expertise and experience in cultural sensitivity and diversity
- Ability to speak French or other languages an asset

### **Responsibilities:**

- Support clients in navigating the system to access appropriate learning opportunities, support services, care and resources as identified in their individualized plan of service based on client experience and health for the person with dementia and their care partner(s)
- Identify needs related to care coordination across service providers and outline responsibilities of all parties
- Monitor and provide proactive follow-up for clients and care partners to ensure ongoing collaboration across services/providers and to identify opportunities for new or emerging care options to meet changing needs and to address service/support gaps
- Provide supports to clients and care partners as they transition through use of different parts of the health, social and residential care systems
- Monitoring/Evaluation:
  - Collect, maintain and report required quantitative and qualitative data to support province-wide monitoring, evaluation and reporting
  - In collaboration with the Alzheimer Society of Ontario and LHINs, participate in planning and implementation of evaluation to examine the overall effectiveness of First Link referral, intake, navigation, care coordination, and proactive follow-up functions, to ensure a timely response to emerging needs
- Service Delivery Standards and Quality Improvement:
  - Maintain confidential, accurate and current client records, including complete and thorough documentation for each client contact, in compliance with relevant privacy legislation and in accordance with professional standards and internal policies
  - Ability to take initiative and be resourceful
  - Excellent problem-solving and change management skills

- Proficiency in technology (e.g.: Microsoft office and case management and care coordination systems)
- Demonstrated ability to work independently and within a team
- Expertise and experience in cultural sensitivity and diversity
- Ability to speak French or other languages an asset
- Ensure that client consents, privacy, and confidentiality are maintained in compliance with legislation, professional standards/regulations, and internal policies
- Maintain an advanced level of knowledge of Alzheimer's disease and other dementias, including clinical manifestations, behaviours, current care practices, treatment options, placement options, available community resources, and all relevant legislation
- Assist with the development and maintenance of policies, procedures and resources to support First Link referrals, intake, system navigation, care coordination, and follow-up activities
- Participate in knowledge transfer and exchange and collaborate with Alzheimer Societies across Ontario to support the delivery of best practices and ongoing quality improvement
- Other Duties:
- Perform other duties consistent with the job classification, as required

### **Other Duties**

- Perform other duties consistent with the job classification, as required
- Flexible schedule: some evening and week-ends may be required

### **Job Qualifications**

#### **Education:**

- Minimum bachelor's degree in social work, gerontology, or other related health care discipline. Registered health professional designation RPN/RN
- 3 to 5 years client service experience in the health and/or social service sectors
- Experience working directly with people living with Alzheimer's disease or other dementias and their care partners
- Experience and knowledge in management of chronic and complex health conditions
- Knowledge of available community services/supports and clinical, social, and residential care options
- Understanding of roles and linkages across primary care, community care and specialized geriatric services
- Strong knowledge of client-centred philosophy
- Knowledge of clinical practices and training models related to dementia (e.g.: P.I.E.C.E.S. and U-First!)
- Experience in assessment and care planning/coordination
- Experience working in settings requiring inter-professional collaboration

### **Travel Requirements**

- Valid Ontario Driver's License and access to a reliable vehicle
- Travel across chapter district as required.

### **Physical Demands**

- No special physical demands are required beyond the performance of general office duties.
- Sensory attention is required for most of the workday (looking at a computer screen, reading documents etc)

The above statements are intended to describe the general nature and level of work being performed by most people assigned in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and requirements.

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**Please forward your cover letter & resume**

**November 12<sup>th</sup>, 2021**

**Quote Job ID: FLCN- 2021**

**Email: [mpatrakka@alzheimersudbury.ca](mailto:mpatrakka@alzheimersudbury.ca)**

*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 welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as 2SLGBTQ+.

