

# Alzheimer Society

WATERLOO WELLINGTON

## We are hiring!

The Alzheimer Society is the leading not-for-profit health organization working nationwide to improve the quality of life for Canadians living with Alzheimer's disease and other dementias. We support people living with dementia to "Live Their Best Day". The Alzheimer Society Waterloo Wellington (ASWW) offers a variety of services including individual and family counselling, support groups, educational workshops, social/therapeutic programming and referral services to other supports in their communities.

The **First Link® Coordinator (FLC)** coordinates referrals coming into the Society ensuring that client files are properly set up and that intake assessments are booked with a social worker as needed.

The selected candidate for this position will be part of our Programs and Services team and will report to the Director of Programs and Services. This position is based out of our Cambridge office and will work 35 hours/week, 8:30 am – 4 pm, Monday - Friday. This is a hybrid position which currently offers 4 days working in the Cambridge office and 1 days working remotely from a home-based office, with this working schedule to be reviewed in September 2023. Evening and other hours as required with weekly schedule adjusted to accommodate.

This is a contract position ending on March 30, 2024. Compensation is \$23/hour. This position includes 3 weeks vacation and benefits after completion of new hire probationary period. Eligibility for group pension plan after one year of service.

### Essential Functions and Responsibilities

**Individual/Family Contact** the First Link® Coordinator (FLC) is the initial point of contact for prospective clients new to the organization. To ensure the client's needs are addressed by relevant services available through the Society and/or that needs of each prospective client are understood, the FLC will:

- Respond to clients calling into the Program and Services Line (ext. 2090) to self-refer for services. This includes setting up client files in our client management system, booking an intake appointment with Social Worker or First Link® Care Navigator and sending client a welcome package.
- Track and review referrals that are received by other health care providers to ensure that ASWW has received sufficient client information and that intake appointment occurs and follow-up (as needed).
- Contact clients who have been referred for service to set up client files in our client

management system, arrange for intake appointment with a Social Worker or First Link® Care Navigator and send client a welcome package.

- Follow-up with referral sources promoting a circle of care for clients.
- Provide opportunity for clients to speak to a social worker if they are in a situation of crisis or needing more immediate counselling support.

### **Clinical Documentation**

- Obtain consent to open client files in client management system and open files as required upon making initial contact with individual clients on behalf of the Society.
- Upload referral form and documentation into the client's record in the client management system.
- Complete required statistics in client management system and relevant case notes in the client management system following client contact within two business days.
- Upon becoming aware that a care partner or person with dementia/cognitive impairment is deceased or will not seek services again for another reason, close the individual's client file in the client management system with summary note completed.

### **Quality Assurance**

- Enter service units delivered into the client management system within two business days.
- Provide input for the organizational strategic plan as requested.
- Contribute comments for student evaluations to the student's supervisor.
- Participate in the distribution of evaluation instruments.

### **Collaboration with Programs and Services Team**

- Provide linkage to ASWW services through utilizing a First Link® approach in service delivery.

### **Continuing Competence**

- Participate in learning activities to ensure best practices and current research is reflected in programs offered
- Share updates about relevant services available in the community to support clients.

### **Service Coverage**

- Provide program delivery and/or participate in ASWW activities during evening or weekend hours as requested.

### **Administrative Responsibilities and Teamwork**

- Participate in staff, Program Team, Programs and Services Team meetings and ASWW events.
- Work in collaboration with all staff and volunteers.
- Participate in community meetings/committees as assigned.
- Identify strategic partnership opportunities to the Director of Programs and Services.

- Other related duties as required.

## Education and Formal Training

- College Diploma in Health Administration or Medical Office Practices and/or University degree in related field.

## Experience

- 1-2 years' experience in the health and/or social service sectors
- Ability to work collaboratively with all team members at the Society and with partner agencies.

## Job Specific Competencies

- Experience working with people with dementia/cognitive impairment and/or their care partners.

## General Competencies

- Strong written, verbal and listening skills.
- Ability to work independently and to work in collaboration with all team members at the Society and partner locations.
- Excellent organizational, planning and time management skills, including the ability to multi-task.
- High degree of professionalism and integrity.
- Ability to use discretion, judgment, and tact in handling sensitive or confidential information or situations.
- Proficiency in Microsoft Office programs, including Word, Excel, Outlook.
- Competency with Nesda Trak or AlayaCare an asset.
- A clear police records check for vulnerable persons.
- A current, valid driver's license and access to a vehicle.
- Proof of two doses of the COVID-19 vaccine will be required for this position. COVID-19 information collected regarding your vaccination status will be collected in accordance with applicable privacy laws and solely for purposes related to your employment with the Company and shall not be used for any other purpose without your prior written consent.

## HOW TO APPLY:

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

ASWW is committed to being diverse, equitable and inclusive. People who represent visible minorities are encouraged to apply.

Please include a cover letter along with your resume when applying, and email your package to Gail Roth, Director of Programs and Services, [groth@alzheimerww.ca](mailto:groth@alzheimerww.ca)

This posting will remain open until a successful candidate is hired.

We thank all applicants for their interest in this position and we will be in touch with only those candidates selected for interviews.