

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 **Dementia Resource Consultant** serves as the initial point of contact for hospital staff and potential clients of the ASWW (persons living with dementia and/or care partners) in the Emergency Department (ED) of Guelph General Hospital (GGH). The Dementia Resource Consultant works in the ED as part of the Integrated Dementia Resource team (DREAM Team) that includes Guelph General Discharge planning, Home and Community Care Support Service case manager and other ED staff. The team supports the identification, communication and redirection of patients who may be living with dementia to more appropriate outreach support options.

The Dementia Resource Consultant will provide support connecting persons living with dementia and/or care partners to programs and services within the Alzheimer Society (such as Education, Social Recreation, Care Partner Groups, Enhancing Care Programs, Counselling and Respite) and other community resources. The Dementia Resource Consultant also educates/models behavioural strategies for the ED team members to mitigate the risk or necessity for restraints in the ED using Montessori activities and Gentle Persuasive Approach strategies. The Dementia Resource Consultant will work with the client to secure respite as part of this program.

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 works out of Guelph General Hospital and hours are Monday to Friday from 8:30 am to 4 pm, 35 hours a week but occasional evening and weekend work may be required.

This a permanent position and compensation range upon hire is \$33 - \$37/hour, depending on education and relevant experience. This position includes 3 weeks vacation scheduled at some point throughout the year. The successful candidate will be eligible for benefits following completion of the probationary period and pension with one year's length of service.

Essential Functions and Responsibilities

Assessment, Care Planning and Service Navigation:

1. Provides bedside consultation with clients on in person or on the phone, acting as an initial point of contact for potential clients in the ED at GGH.
2. Screens and assesses potential clients and care partners based on standard criteria for the services of ASWW.
3. Coordinate respite services in collaboration with ASWW Respite provider and HCCSS teams.
4. Works with ED staff to prioritize assistance with ED patients expressing responsive behaviours and provides intervention activities when needed.
5. Proactively facilitate linkages, communication, information exchange and coordination between families/clients and service providers.
6. Facilitate care conferences between clients/care partners and members of the client/care partner care team, as necessary.
7. In collaboration with internal and external parties, engage in problem-solving and develop strategies to address/overcome barriers in effective coordination/integration of supports and services.

Collaboration:

1. Leverage and maintain positive working relationships with physicians, health care professionals, and health and community support service providers (e.g., hospitals discharge and HCCSS workers, primary care, memory clinics, mental health, BSO LTC, long-term care, specialized geriatrics, community etc.), and other relevant partners.
2. Educate, coach and role model for ED team members and staff on behavioural strategies using Montessori and GPA techniques and tools to mitigate the risk or necessity for restraints.
3. Liaises with ASWW First Link Team or other community agencies to facilitate referrals and coordinate client services as required.
4. Participates in coordinated care planning to ensure a smooth transition out of ED back into the community as needed.
5. Liaise with primary care providers to support stabilization in the community.
6. Coordinate respite services for ASWW clients in collaboration with the HCCSS and ASWW Respite program.

Monitoring/Evaluation:

1. Maintains an inventory of both internal and external resources.
2. Collect, maintain, and report required quantitative and qualitative data to support province-wide monitoring, evaluation, and reporting.
3. In collaboration with the Alzheimer Society of Ontario and OHTs, participate in the planning and implementation of evaluation of the DREAM pilot to examine the overall effectiveness of program.

Service Delivery Standards and Quality Improvement:

1. 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.
2. Ensure that client consent, privacy, and confidentiality are maintained in compliance with legislation, professional standards/regulations, and internal policies.
3. 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.
4. Assist with the development and maintenance of policies, procedures, and resources to support DREAM referrals, intake, system navigation, care coordination, and follow-up activities.
5. Provide input for the organizational strategic plan as requested.

Teamwork:

1. Participate in staff, and Programs and Services Team meetings and ASWW events.
2. Work in collaboration with all staff and volunteers.
3. Participate as a member of the multi-disciplinary team at the hospital.
4. Participate in community meetings/committees as assigned.
5. Identify strategic partnership opportunities to the Director of Programs and Services.

Other Duties

1. Ensures working order and quantity of Montessori products, including tablets and mechanical pets to be used in the ER for behaviour diversion.
2. Represents the Alzheimer Society professionally in the community.
3. Participates in organizational committees and task forces as requested.
4. Compliance with organizational policies and procedures.

5. Complies with the duties imposed by law or contract and the policies and procedures for performing the job safely and healthily.
6. Takes an active role in promoting and protecting personal health and safety and the health and safety of others, both staff and consumers. [Sec. 28(2) OHSa]
7. Perform other duties consistent with the job classification as required.

Education and Formal Training

- Minimum Bachelor's degree in Social Work, OT, PT, or Therapeutic Recreation, related health science discipline that requires professional registration.

Experience

- Demonstrated experience working with persons living with dementia and responsive behaviours is required, along with an in-depth knowledge of Alzheimer's disease and related dementias, including behavioural strategies and GPA techniques.
- Knowledge of available community services/supports and clinical, social, and residential care options.

Job Specific Competencies

- Experience and knowledge in management of chronic and complex health conditions
- 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.

General Competencies

- Excellent verbal and written communication skills
- 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.
- Commitment to continuing professional development.
- Police Vulnerable Sector Check
- Must have a valid driver's license and access to a reliable vehicle.

Professional Licenses/Affiliations/Memberships/Certificates

- Current registration with Ontario College of Social Workers and Social Service Workers or College of Occupational Therapists or College of Physiotherapists, or Therapeutic Recreation Ontario and in good standing

Requirements of Working in a Hospital Setting

- All staff are required to comply with Guelph General Hospital's Immunization Policy, which is based on OHA Communicable Disease Surveillance Protocol.

HOW TO APPLY:

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+.

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

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.