

Role Profile

Dementia Support Navigator (Reposting)

Société Alzheimer Society

NOVA SCOTIA

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Organizational Profile

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The Alzheimer Society of Nova Scotia (ASNS) is the leading not-for-profit organization working to improve the quality of life for Nova Scotians affected by dementia and advance the search for the cause and cure. Since 1983, ASNS has been providing help for people with dementia, their care partners and healthcare professionals – and that help comes in many ways.

Over 600,000 Canadians currently live with dementia, and that number is expected to rise to 1.7 million by 2050. In our province alone, over 16,000 Nova Scotians live with the disease, and that number is expected to almost double in the next 30 years. Dementia is the fastest growing healthcare issue of our time.

Mission Statement

ASNS is committed to alleviating the personal and social consequences of Alzheimer's disease and other dementias and promoting the search for causes and cures.

Vision Statement

- Provide leadership in addressing the reality of Alzheimer's disease and other dementias.
- Strengthen existing programs and create new ones in response to ever increasing needs.
- Advance and develop educational opportunities.
- Participate in and promote research.
- Provide an environment that attracts and retains high quality staff and volunteers.

Lighting Our Future Path: Strategic Intentions 2022-2027

The result of extensive community and stakeholder consults, our strategic intentions set a course for 2022-2027. Through execution of this plan, we aim to expand existing services and ensure supports for every stage of the dementia journey, from diagnosis to end-of-life. We intend to support caregivers, in both formal and informal settings, to ensure they are equipped with adequate knowledge, skills, and resilience. We commit to addressing barriers to dementia support, whether they are cultural, geographical, or otherwise. And we plan to work collaboratively with government, healthcare, and sector partners to ensure we amplify the voices of those with lived experience, and ensure we are focused on advocacy issues that matter to them. Read our full strategic intentions document at www.alzheimer.ca/ns/stratplan.

Our Values

Our values are “CARE: Collaboration, Accountability, Respect, and Engagement.” Work is in progress to ensure that ASNS values underpin all aspects of our working culture, from hiring and orientation, performance evaluations, how we manage our day to day and how we interact with each other:

- **Collaboration** - We work together as one organization, and actively engage with partners to fulfill our mission and achieve our goal – that Nova Scotians receive personal and responsive services throughout their dementia journey.
- **Accountability** - We measure our performance and follow a process of continuous improvement. We are accountable for our actions, we lead with personal accountability, and must account to our stakeholders for our use of the financial and human resources available to us.
- **Respect** - We set for ourselves the highest standards of honesty, trustworthiness, and professional integrity in all aspects of our organization and conduct our work with the utmost respect for the dignity and the rights of the people we serve, and those we work alongside.
- **Engagement** - We strive to engage stakeholders in meaningful ways. To inform, listen and be attentive to those we work with - people with dementia, families, community partners, donors, volunteers, and staff members.

We Are ASNS!

Our talented staff team works across four core organizational functions: *Finance & Operations, Programs & Services, Research & Advocacy* and *Philanthropy*. Each department has a Director as lead (reporting to the CEO), with a small management structure underneath. Though we recruit and work based on specialties, it is widely understood that anyone who joins our team ‘works as one’ with their colleagues. We all have a role to play in ensuring the health, success, and sustainability of our organization and its deliverables across all functions and we work as needed to meet mission and fiscal goals.

I.D.E.A (Inclusion, Diversity, Equity & Accessibility)

Dementia does not discriminate. We put personhood at the centre of our work, and we continue to build an inclusive culture that encourages, supports, and celebrates the diverse voices of our employees, clients, and stakeholders. All qualified applicants will be considered for our team, and we encourage applicants from diverse communities to self-identify in their application. Please request any accommodation required to facilitate the recruitment process.

Our I.D.E.A strategy is central to our new strategic initiatives, and we invest in organization-wide training and development to better support all equity-deserving communities.

Board of Directors

The dedication, enthusiasm and expertise of our Board of Directors makes it possible for us to continue to support Nova Scotians affected by dementia.

Alzheimer Society Federation

ASNS is a member of the *Alzheimer Society Federation* (the Federation) which consists of 10 provincial societies and the *Alzheimer Society of Canada (ASC)*. This Federation is defined as a network of partners committed to a common mission and a shared brand and program model, while remaining legally independent from one another. In addition to independent provincial strategic plans (the responsibility of individual societies), there is also a Federation-wide strategic plan, and it is crucial each society is in support of effective execution of both. There are shared financial mechanisms relating to nationwide revenue sharing, provincial support of the nationwide Alzheimer Society Research Program, and an annual assessment for shared service provision.

First Link®

ASNS operates using the First Link® model of Programs and Service delivery. Persons living with dementia and their families or care partners are connected to the Alzheimer Society for information, education, support, and referral. 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.

Additional Information

- Alzheimer Society of Nova Scotia
<http://www.alzheimer.ca/en/ns>
- Partnerships
<http://www.alzheimer.ca/en/ns/About-us/About-the-Alzheimer-Society/Our-Partners>
- About Dementia
<http://www.alzheimer.ca/en/ns/About-dementia>
- Programs and Services
<https://alzheimer.ca/ns/en/programs-services>
- The Landmark Study Report
<https://alzheimer.ca/ns/en/landmark>
<https://alzheimer.ca/ns/en/landmark2>

The Role

As a Dementia Support Navigator, you are part of a team that provides direct client services to people living with dementia, and/or to their partners in care. This is done by means of service delivery through the province-wide Dementia Helpline and other programs and services of the Alzheimer Society, as appropriate. It is estimated that Helpline service will comprise approximately 70-80% of this position; participation in other programs and services will comprise the other 20-30%.

Accountability & Relationships

Dementia Support Navigators report to the Manager of Dementia Support and work collaboratively as part of a larger, focused programs and services team to achieve the strategic directions of ASNS. In addition, this person works with other staff and volunteers of ASNS and other organizations as appropriate to carry out the responsibilities of this position.

The Details

This is a full-time position, five (5) days/thirty-five (35) hours per week, with core working days and hours of Mondays to Thursdays from 8:30 am – 4:30 pm (60 min lunch) and Fridays from 8:30am – 4:00pm (30 min lunch). Friday hours may be reduced further (8:30am -1:00pm), at your discretion during any week, via the use of our Flexible Fridays initiative. Occasional evening and weekend hours may be required, which is compensated for on a flex-time basis. Currently, most staff work in the provincial Halifax office approximately 50% of the time and from a home office approximately 50% of time. This arrangement is subject to change with notice.

A laptop is provided as are general stationary items such as paper, file folders and writing instruments as needed.

A home office requires secure and reliable internet connectivity as well as privacy. Office furniture is not provided for home offices; however, a stipend is provided to offset costs related to internet and furniture.

ASNS offers competitive salaries, a group RRSP plan, a comprehensive benefits package including an employee assistance program, a professional development allowance and support from a staff Wellness Committee.

Key Areas of Responsibility

- 1) Direct delivery of information, education, support, and referral to people living with dementia, family members, care partners, and health care providers through the Dementia Helpline service. This includes the provision of intentional follow-up, and the maintenance of accurate documentation of all client contacts;
- 2) Direct delivery of ASNS programs;
- 3) Assist in the development, management and delivery of other programs, services, events, and projects as assigned (i.e. Provincial Conference, Early Stage Forum, future programs and services);
- 4) Participation in Dementia Helpline, Programs and Services, Staff meetings and other meetings and working groups as appropriate; and
- 5) 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.

Key Competencies

1) Client Service Orientation

- Treats others with courtesy, sensitivity, and respect. Considers and responds appropriately to the needs and feelings of different people in different situations;
- Works with clients to assess their needs, provides appropriate information, strategies and resources to support their needs;
- Develops appropriate rapport with clients and is aware of professional boundaries.

2) Self Awareness

- Has an understanding of their own emotions and how they impact their own behaviour and/or the behaviours of others;
- Has an understanding of their own strengths and limitations, consults with team and manager as appropriate;
- Seeks feedback and considers it carefully;
- Works well under pressure and can manage stress.

3) Teamwork

- Coordinates well with other members of the team (and wider organization) to meet team and organizational goals;
- Seeks advice when needed;
- Recognizes different ways of working and recognizes the need for flexibility.

4) Communication

- Possesses excellent verbal and written communication skills;
- Demonstrates empathy and respect, and possesses active listening skills;
- Promotes person centered care by providing options and empowering clients to make informed decisions that best fit their needs.

5) Cultural Humility

- Displays empathy and understanding related to the complex realities of communities and populations experiencing barriers to equitable health care, and discrimination in general;
- Has awareness of own culture and is open to explore issues of unconscious bias;
- Possesses enthusiasm to learn about and understand diverse behaviors, values, and attitudes.
- Understands how one's own position can support the improvement of systems and relationships that support equitable health outcomes for all Nova Scotians.

The Ideal Candidate

Education & Experience

- University degree in Health Sciences, Social Sciences, Gerontology, or a related discipline;
- 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;
- Proficiency in Zoom and Microsoft programs, particularly Teams, Word, Excel, and Power Point;
- Verbal proficiency in both French and English is preferred;
- Experience working with databases is an asset;
- Knowledge of Nova Scotia's health system, Alzheimer's disease and other dementias, health charity/not-for-profit environment is an asset;
- Experience with phone work is an asset;
- Experience working with people who are living with dementia is an asset.

Attributes

- Excellent organizational and time management skills;
- Exceptional listening, oral and written communications skills;
- Ability to work independently and as a strong team contributor;
- Demonstrated commitment to continuing professional development;
- Sensitivity to the needs of persons living with dementia and their care partners;
- Professional communicator, open and transparent communication style;
- Open to asking for and accepting help when needed;
- A values-based working style; decisions and actions reflect the shared values of ASNS.

Appendix 1: Media Posting

**Dementia Support Navigator (Reposting)
Halifax, Nova Scotia**

Are you passionate about supporting Nova Scotians affected by Alzheimer's disease or other dementias? Are you experienced in providing one-on-one support primarily over the phone? The Alzheimer Society of Nova Scotia (ASNS) is seeking a new team member to work with our dedicated Programs & Services team.

The Alzheimer Society of Nova Scotia (ASNS) is the leading not-for-profit organization working to improve the quality of life for Nova Scotians affected by Alzheimer's disease or other dementias and advance the search for the cause and cure. Since 1983, ASNS has provided help for people with Alzheimer's disease and related dementias and their care partners – and that help comes in many ways. The organization has grown significantly over its 40+ years and presently employs over 40 well-trained, committed, hardworking staff in the areas of Finance & Operations, Programs & Services, Advocacy & Research, and Philanthropy. We are pleased to reopen this opportunity as we look forward to welcoming a Dementia Support Navigator in this key and impactful position on our Programs & Services team.

Reporting to the Manager of Dementia Support, the Dementia Support Navigator provides information, education, support, and referral through our Dementia Helpline service. As part of a team, the Dementia Support Navigator will bring their university-level education, knowledge and experience in the dementia sector as well as their active listening and phone-based communication skills, to this important role. Some involvement in other Programs will be expected, and experience with group work is an asset. Verbal proficiency in both French and English is preferred. To learn more about this exciting opportunity, visit www.alzheimer.ca/ns/careers for a full role profile.

ASNS offers competitive salaries, a group RRSP plan, a comprehensive benefits package, an annual Education Allowance, an Employee Assistance Program and Wellness Committee initiatives. The annual salary band for this position is \$58,400 to \$60,400.

To apply, please send a resume and cover letter as one pdf document to Kaija Whittam, Manager of Dementia Support, kaija.whittam@asns.ca and Human Resources, hr@asns.ca. Your cover letter should include a description of how your skills, education, and experience make you a good candidate for this position. Please apply by **Tuesday, June 10, 2025, 11:59 pm**.

The Society values diversity and inclusion and is committed to supporting equity deserving communities. We are dedicated to building an organization that reflects the diversity of the people we serve and communities in which we live. Our commitment is to create an environment where everyone feels a sense of belonging and has the opportunity to reach their potential.

We encourage applications from all qualified candidates including Indigenous Persons, Black/African Nova Scotians, members of racially visible communities, persons with disabilities, persons of a minority sexual orientation, gender identity and/or expression, and/or language minorities. Applicants are encouraged to self-identify in their cover letter. Please feel free to request accommodations as needed.

We thank all applicants for their interest, however, only those candidates selected for an interview will be contacted.