

Role Profile
Operations Coordinator
Administration & Facilities

Société Alzheimer Society

NOVA SCOTIA

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Organizational Profile

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 three core organizational functions: *Finance & Operations*, *Programs & Services*, 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

The Operations Coordinator of Administration & Facilities plays a key role in our Operations team, executing processes that include general administration and facility coordination. This position provides core support for the Operations Manager and acts as the 'coordination hub' for many day-to-day office activities.

The Operations Coordinator of Administration & Facilities serves as a touchpoint for staff, volunteers, clients, and guests and as such, requires a people-focused individual with exemplary communication skills, organizational prowess, and approachability.

This is a permanent, full-time position (35 hours per week), with core hours of Monday – Friday, 8:30am to 4:30pm (our Flexible Fridays initiative provides an option to work 8:30am to 1:00 pm on Fridays). Occasional evening and weekend hours may be required (approximately 1-3x yearly), which is compensated for on a flex/lieu-time basis. The Operations Coordinator of Administration & Facilities works in-person, in the provincial Halifax office or remotely when required (typically during inclement weather 2-3x yearly).

When working remotely a private working space with stable internet connectivity is required. A laptop and cell phone stipend are provided as are general stationary items such as paper, file folders and writing instruments. Office furniture is not provided for remote working spaces.

ASNS offers competitive salaries, a group RRSP plan, a comprehensive benefits package, an Employee Assistance Program and Wellness Committee initiatives.

Accountability & Relationships

Reporting to and supported by the Operations Manager, the Office Coordinator of Administration & Facilities primarily handles front of house administration, ensuring personable and friendly interactions with all individuals entering and/or contacting the ASNS provincial office, and facilities coordination by maintaining a welcoming, functional, and organized space throughout the office.

This position works very closely with the Operations Coordinator of Administration, Data and Information Technology. Both positions provide cross functional support to each other as needed.

Key Areas of Responsibility

1) Administration

- Provides reception coverage, welcoming visitors and answering calls and emails in a friendly and professional manner;
- Transcribes information from HelpLine calls into a call-back log;
- Processes telephone, mail and in-person donations, associated database entries, In-Memorial cards and bank deposits;
- Coordinates incoming and outgoing resources/reference materials, regularly monitoring stock levels and ordering additional materials as needed.
- Coordinates in-office scheduling for hybrid team members, processes time forms and manages the Out of Office calendar;
- Assists with the preparation, coordination and administration of onboarding and offboarding staff;
- Liaises with departmental staff as needed to ensure fluid, collaborative and efficient coordination of the organization's administrative needs. These staff include:
 - Operations Coordinator of Administration, Data and Information Technology;
 - Finance Coordinator;
 - Volunteer Coordinator;
 - Philanthropy Team Members
 - Programs & Services Team Members
- Supports events and program initiatives as required;
- Assists with development and continuous improvement of administration processes and policies;

2) Facilities

- Maintains tidy and organized shared office spaces including the boardroom, resource room, front lobby and kitchen with the goal of all spaces being as dementia friendly as possible;
- Coordinates bookings for the boardroom, sky lounge and other meeting spaces;
- Liaises with property manager and facilities vendors (cleaner, etc);
- Assists with the management and maintenance of office equipment (printer/photocopier, postage machine. etc.)
- Ensures timely ordering and stock levels of essential office supplies;

Key Competencies

1) Communication & Customer Service

- Excellent interpersonal and customer service skills including professional phone and email etiquette;
- Provides positive and professional representation of ASNS;
- Maintains a high degree of confidentiality and discretion given the private and sensitive nature of employee, client, donor and volunteer information.

2) Organization

- Excellent time management and organizational skills, able to manage various functions simultaneously and prioritize workload;
- Works with an ethic of continuous improvement, identifying and implementing development opportunities;

3) Attention to Detail

- Demonstrates diligence, accuracy and care when processing donations, preparing cards, reports, and documents, and when entering data;
- Ensures appropriate quality control mechanisms are applied to daily tasks;

4) Teamwork

- A team player who coordinates well with other team members (and wider organization) to meet individual and team goals;
- Seeks advice and support when needed;

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

- 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;

The Ideal Candidate

1) Education & Experience

- Minimum three years' experience in an office coordinator/administrator role;
- Post-secondary degree/diploma or equivalent experience (Business Administration an asset);
- Intermediate to advanced competency with standard office platforms; MS Office Suite, MS Teams;
- Good working knowledge of office equipment and procedures (telephone, fax, copier, postage machine, etc.);
- Experience processing credit card transactions, preparing bank deposits;
- Experience using a database, knowledge of Raiser's Edge an asset;
- Knowledge of Nova Scotia's health system, Alzheimer's disease and other dementias, health charity/not-for-profit environment an asset;
- Verbal proficiency in a second language an asset.

2) Attributes

- Friendly and approachable communication style;
- Engenders trust by being open, honest, and following through on commitments;
- Enjoys working in a busy, high-volume environment;
- Ability to manage various functions simultaneously and to prioritize workload;
- Exceptional listening, verbal and written communications skills;
- Excellent organizational and time management skills;
- Ability to work independently and as a strong team contributor;
- Demonstrates commitment to continuing professional development;
- Flexible and adaptable and understands the nature of the not-for-profit environment;
- Sensitivity to the needs of persons living with dementia, their families and their care-partners;
- A values-based working style; decisions and actions reflect the shared values of ASNS.

Appendix 1 : Media Posting

Operations Coordinator – Administration & Facilities Halifax, Nova Scotia

Are you passionate about supporting Nova Scotians affected by Alzheimer's disease or other dementias? Are you seeking an opportunity to have impact in your region and in communities across the province? The Alzheimer Society of Nova Scotia (ASNS) is seeking a new team member to work with our dedicated Operations 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 to 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 caregivers – and that help comes in many ways. The organization has grown significantly over the past 5 years and presently employs over 40 well-trained, committed, hardworking staff, including a dedicated Programs & Services team.

Reporting to and supported by the Operations Manager, the Operations Coordinator of Administration & Facilities provides support across the organization. As part of a strong and focused team, you will bring your post-secondary education or equivalent experience in Business Administration, your experience in coordinating and multi-tasking as well as your exceptional communication skills, to this very important role. This position works very closely with the Office Coordinator of Admin, Data and Information Technology. Both positions provide cross functional support to each other as needed.

To learn more about this exciting opportunity, visit www.alzheimer.ca/ns/careers to view the full role profile.

ASNS offers competitive salaries, a group RRSP plan, a comprehensive benefits package, an Employee Assistance Program and Wellness Committee initiatives. The salary band for this position is \$50,640 to \$52,128 per year.

To apply, please send a resume and cover letter as one pdf document to sian.messinger@asns.ca. Your cover letter should include a description of how your skills, education, and experience make you a good candidate for this position. To be eligible for this position, you must be legally entitled to work in Canada. Please apply by **Friday, May 24, 2024, 11:59pm**.

ASNS is an equal opportunity employer. We are committed to fostering an inclusive, accessible environment, where all employees, clients, and others who are connected to the Society are respected and supported. We are dedicated to building a workforce that reflects the diversity of the people and communities in which we live and serve, and to creating an environment where every employee has the opportunity to reach their potential.

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