

Soci t  Alzheimer Society

PRINCE EDWARD ISLAND

www.alzheimer.ca/pe

**Job description – Support Services Coordinator – Queens County
Part-Time (3 days per week) 22.5 hours per week
1 year contract with the possibility of extension**

The Alzheimer Society of PEI is currently expanding the team of staff who provide supportive services, education, and care system navigation assistance to Islanders affected by dementia.

The Alzheimer Society is a non-profit organization committed to improving the lives of people affected by Alzheimer’s disease and other dementias. The Society offers programs and services to support persons living with dementia, caregivers, and other family members and friends so they have the help they need today and have hope for the future. We work in collaboration with other health and community support providers to ensure quality across the system of care for all affected.

JOB SUMMARY

The Support Services Coordinator will strive to ensure that every person diagnosed with dementia, their caregivers, family members, and friends have timely access to information, support services, learning opportunities and special programs throughout the continuum of the disease.

In this direct client service role, the Support Services Coordinator will be a central contact person for families after a diagnosis of dementia, with responsibility for assisting in the identification of needs, supporting client goals, and strengthening the communication and care planning linkages between providers and across sectors along the continuum of care.

Support Services Coordinators are working to achieve the following outcomes:

- increase system capacity to provide families facing a diagnosis of dementia with system navigation support
- improved client experience supporting the health and wellbeing of the person living with dementia and their caregiver(s)
- greater caregiver capacity and competency to effectively manage their role and reduce the incidence of crisis situations
- enhanced capacity for the person living with dementia to remain in their own home and community for as long as possible

KEY RESPONSIBILITIES

General

- Advance the vision, mission, and values of ASPEI
- Participate in Strategic and Operational Planning
- Assist in Society fundraising, and other events as needed
- Represent ASPEI on committees and working groups as required
- Acts as spokesperson for media and other public engagement opportunities
- Project management and implementation of special projects and services

Programs and Services

The Support Services Coordinator implements ASPEI's First Link program and other services to support persons and families living with dementia:

Intake, Assessment and Care Planning:

- Receive incoming referrals to ASPEI's First Link program, gather information for client intake, and review or conduct assessments
- Facilitate early intervention (pre and post-diagnosis) and ensure that clients have a point of contact for support and navigation of the system of care throughout their disease journey
- Work with clients to determine current and future needs, goals, level of risk, and establish appropriate intervention plans
- Assist in the coordination of care across service providers, and maintain strong partnerships within health and community care
- Maintain confidential and accurate client records in compliance with relevant privacy legislation and internal policies and protocols
- Ensure that client consents, privacy, and confidentiality are maintained in compliance with legislation, professional standards/regulations and internal policies

Navigation and Care Coordination:

- Support clients in navigating the system of care to access appropriate services and supports based on their individualized care plans
- Proactively facilitate and advocate for referrals, connections, information exchange and coordination between clients and service providers
- Facilitate care conferences between clients/caregivers and other members of the care team

- Collaborate with partners in health and community services to address/overcome barriers in effective coordination of supports and services
- Leverage and maintain working relationships with physicians, allied health and community service providers, and other partners through outreach activities

Follow-Up:

- Provide ongoing follow-up for clients and caregivers to ensure ongoing support, coordination of care, and response to emerging care needs
- Provide supports during transitions in the system of care (i.e Community supports, hospital stay, and Residential care/Long Term Care systems)

Support Groups, Education, Social Programs (In person/Virtual)

- Manage and facilitate monthly evening support group for caregivers
- Provide educational presentations in the community as needed, including the First Link Learning Series
- Plan and facilitate social programs for seniors

Monitoring/Evaluation:

- Collect, maintain, and report data for province-wide monitoring, evaluation and reporting
- Assist in planning and implementation of ongoing evaluation of ASPEI programs and services to assure continuous quality improvement and identify emerging needs and opportunities
- Assist with the development and maintenance of policies, procedures and resources

JOB QUALIFICATIONS

Education:

A bachelor's degree with social work, psychology, counselling, or nursing is preferred, and those with a related health or social services college diploma and/or relevant experience will be considered.

Experience:

- Minimum 3-5 years client service experience in the health or social service sectors
- Experience working with people living with Alzheimer's disease or other dementias and their caregivers is a strong asset
- Experience and knowledge about chronic and complex health conditions is an asset
- Knowledge of community, social, and healthcare supports, and residential care options

- Understanding of roles and linkages across primary care, community care and specialized geriatric services
- Strong knowledge of person-centred philosophy
- Experience in assessment and care planning/coordination
- Experience in settings requiring inter-professional collaboration
- Provision of a satisfactory Police Record Check for vulnerable persons is mandatory

Skills:

- Excellent communication (verbal and written)
- Exceptional interpersonal skills, including shared decision-making and facilitation
- Ability to balance and manage multiple projects while meeting essential deadlines
- Ability to take initiative and be resourceful in problem-solving
- Proficiency with all aspects of office procedures, including use of computer software and web-based applications (i.e. Deliver webinars/Videoconferencing)
- Demonstrated ability to work independently and within a team

WORKING CONDITIONS, SALARY AND BENEFITS COMPENSATION

- **Job Type – Part-Time – Temporary Contract – 1 year** with the possibility of extension - Hours of work 22.5 hrs/wk. Occasionally evening and weekend work may be required.
- **Working hours** are 8:30am-4:30pm
- **Travel requirements** - This position is based at Head Office in Charlottetown and involves occasional travel to various regions of PEI.
- **Salary:** Based on Qualifications and Experience - \$45,000-\$55,000 annually (pro-rated for 3 days per week)

Please submit your resume and cover letter with subject line **Support Services Coordinator**

society@alzpei.ca

We thank all who apply, but only those selected for an interview will be contacted.