

ALZHEIMER SOCIETY OF MANITOBA
JOB DESCRIPTION

SECTION 1 IDENTIFYING INFORMATION

Position Title
Client Support Coordinator, (Full-Time)

Supervisor's Title
**First Link® Client Services
Manager**

Date: July 2019

SECTION 2 POSITION SUMMARY

The Client Support Coordinator is responsible for the provision of support, information and education services to people with dementia and their family care partners within the Winnipeg Region.

The Client Support Coordinator supports individuals with dementia and their care partners as it relates to the following organizational goals:

1. People with dementia and their care partners have a voice.
 2. People with dementia feel safe, accepted, respected and supported to thrive throughout their journey.
 3. Care partners have meaningful support when they need it.
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SECTION 3 DUTIES AND RESPONSIBILITIES

- 1. SUPPORT AND INFORMATION DELIVERY: 60%**
 - Ensures that individuals with dementia and their care partners receive person – centred information and support via in person interaction, phone, and email communications
 - Provides follow-up to clients
 - Ensures that appropriate materials are recommended or distributed
 - Encourages clients to use Alzheimer Society services (e.g. supportive counselling, MedicAlert *Safely Home*, support groups, Minds in Motion®, family education)
 - Provides clients with up to date information about other community services available to people with dementia and their care partners
 - Maintains client files; documents client interactions
 - Responds to enquiries about dementia from professional caregivers and the general public
 - Works with the Client Support team to develop, implement and evaluate procedures and outcomes related to the delivery of information, support and education to people with dementia and their care partners.
 - Collects and reports statistics for services delivered within the province
 - Supervises and evaluates volunteers who assist in client support roles
- 2. ALZHEIMER SUPPORT MEETINGS 20%**

(this includes groups for care partners and groups for people with dementia)

 - Facilitates weekly support groups for people with dementia at the Winnipeg Office

- Liaises with care partners of support groups for people with dementia
- Supports Regional Coordinators and volunteers as they conduct Alzheimer support groups
- Assists in recruiting, training and updating volunteer support group facilitators; acts as an ongoing resource to volunteer facilitators
- Collaborates with community organizations and facilities to establish co-sponsored Alzheimer support groups
- Promotes new and established Alzheimer support groups
- Maintains support group statistics and ensures that promotional information is up to date
- Conducts evaluations of the Alzheimer support groups

3. MEDIC ALERT®SAFELY HOME®

5%

- Liaises with Medic Alert® regarding program procedures and to acquire statistics about use of the program by Manitobans
- Provides education about wandering behavior and safety to people with dementia, formal and informal care partners and the public
- Consults with personal care homes about elopement prevention and search planning upon request

4. FAMILY EDUCATION

10%

- Works with the Program team to assess and meet the educational needs of people with dementia and their care partners
- Assists to coordinate and facilitate the delivery of educational programs
- Assists to monitor and evaluate sessions
- Reports family education statistics to the Education Manager
- Supervises and evaluates volunteers who assist in education roles

5. OTHER

5%

- Works with other members of the Program team to supervise student practicum placements
- Other duties as assigned

SECTION 4 SUPERVISION EXERCISED

The Client Support Coordinator supervises all support group volunteers and other volunteers related to client support and education activities.

SECTION 5 POSITION REQUIREMENTS

FORMAL EDUCATION

A degree or certificate in a social sciences or health care discipline.

WORK EXPERIENCE

- Minimum three years experience in the field of dementia care and family support
 - Experience in providing individuals with information and support in a person-centred manner
 - Experience in facilitating support groups
 - Experience in maintaining client records via an electronic database
 - Experience working in the non-profit milieu

- Experience working with volunteers is an asset

WORKING LEVEL QUALIFICATIONS

- Demonstrates knowledge and skill in providing direct service to people with dementia and their care partners
- Demonstrates advanced inter-personal communication skills (both verbal and written.)
- Demonstrates working knowledge of community resources
- Demonstrates knowledge of client service program development, implementation and evaluation.
- Demonstrates skills related to volunteer training and supervision.
- Demonstrates the ability to work independently with limited supervision.
- Demonstrates computer skills - Microsoft Office Suite and data base file management.
- Demonstrates knowledge of the Alzheimer Society mission and services.

OTHER

- Current Criminal Records and Vulnerable Persons checks are required

To Apply:

Applicants must forward a resume and cover letter which clearly states how they meet the requirements and qualifications for the position. **Competition will remain open until position is filled.** Applications can be sent to:

By Email to:

Jessica Harper
First Link Client Services Manager
jharper@alzheimer.mb.ca with **Client Support Coordinator** in the subject line

By Mail or in Person to:

Jessica Harper
First Link Client Services Manager
Alzheimer Society of Manitoba
10-120 Donald St.
Winnipeg, MB R3C 4G2

Thank you to all interested applicants; however, only those under consideration will be contacted.