

---

SECTION 1 IDENTIFYING INFORMATION

---

Position Title  
**Client Support Coordinator**

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

Date: July 2022

---

SECTION 2 POSITION SUMMARY

---

The Client Support Coordinator is responsible for the provision of Support and Information services to people with dementia and their family care providers within the Winnipeg Region.

The Client Support Coordinator supports individuals with dementia and their families as it relates to the board end statements 1, 2 & 3:

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.

This is a full-time position. Days and hours of work are Monday through Friday from 8:30 am to 4:30 pm. Occasional evening and weekend work may be required as job duties demand.

---

SECTION 3 DUTIES AND RESPONSIBILITIES

---

**1. SUPPORT AND INFORMATION DELIVERY**

- Ensures that individuals with dementia and their families receive person – centred information and support via in-person and virtual interactions, phone, and email communications
- Ensures that appropriate resource materials are recommended or distributed following client interactions
- Maintains electronic files documenting all client interactions and communications exchanged
- Responds to enquiries about dementia from families, professional caregivers and the general public
- Liaises and consults with other community organizations regarding services for and the care of people with dementia and their caregivers
- Works with the First Link® Client Support team to develop, implement and evaluate procedures and outcomes related to the delivery of support and information
- Updates resource information related to client support services in the community
- Collects and reports statistics for services delivered within the province
- Assist in planning and delivery of support groups as required

## 2. FAMILY EDUCATION

- Supports the Education Manager to identify family education needs
- Participates in family education sessions as required

## 3. OTHER

- Other duties as assigned

---

## SECTION 4 SUPERVISION EXERCISED

---

No supervision exercised.

---

## SECTION 5 POSITION REQUIREMENTS

---

### FORMAL EDUCATION

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

### WORK EXPERIENCE

- Three years of experience working in a social sciences or health care related discipline
- Experience in maintaining client records via an electronic database
- Experience in the field of dementia care and family support an asset
- Experience in providing supportive counselling an asset
- Experience working in non-profit milieu an asset

### ATTRIBUTES

- French an asset
- Friendly and approachable
- 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 families
- Demonstrates a strong working knowledge of community resources and supports available to the older adult population
- Demonstrates strong computer skills - Microsoft Office Suite and database file management, as well as online social platforms such as Zoom

### To Apply:

Please submit cover letter and resume clearly stating how the requirements are met by 4:30 pm Friday July 22<sup>nd</sup>, to:

Jessica Harper  
First Link® Client Services Manager  
[jharper@alzheimer.mb.ca](mailto:jharper@alzheimer.mb.ca) with **Client Support Coordinator** in the subject line.

We invite all qualified applicants from a diverse background to apply. There will be reasonable accommodations made for those living with disabilities. We thank all those who apply, however, only those selected for further consideration will be contacted.