ALZHEIMER SOCIETY OF MANITOBA
POSITION DESCRIPTION

SECTION 1: IDENTIFYING INFORMATION

Position Title:
Client Support Coordinator (1.0 FTE)

Supervisor's Title:
First Link Team Lead

Date: November 2026

SECTION 2: POSITION SUMMARY

The Alzheimer Society of Manitoba exists so that all Manitobans affected by dementia receive the help they need today and have hope for tomorrow.

The Client Support Coordinator, reporting to the First Link Team Lead, is responsible for providing support services, education, and promotion in accordance with the Alzheimer Society of Manitoba's Mission and Ends Statements:

1	People living with dementia and their care partners have a voice.
2	People living with dementia feel safe, accepted, respected and supported to experience their highest quality of life throughout their entire journey.
3	Care partners have meaningful support when they need it.
4	Manitobans actively engage with people living with dementia and welcome them into all aspects of community life.
5	Manitobans understand and engage in brain health strategies to reduce their risk of dementia.

Acting as an ambassador for the Alzheimer Society of Manitoba (ASM) and reporting to the First Link Team Lead, the Client Support Coordinator is responsible for the provision of support and information services to people living with dementia and their family care providers within the Winnipeg Region.

This is a full-time position (1.0 FTE). 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. CLIENT SUPPORT

- Ensures that individuals living 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.
- Refers clients and community members to the appropriate resources for services not provided by the Alzheimer Society.
- Maintains confidential electronic files documenting all client interactions and communications exchanged.

- Responds to enquiries about dementia from families, professional caregivers and the general public.
- Promotes the First Link Client Support program to public and referral sources including physicians, health-care professionals and community organizations working with individuals and families affected by dementia.
- Coordinates and facilitates support groups for persons living with dementia, and support groups for care partners, in-person and virtually as necessary.
- Follows relevant policies, procedures and practices as it relates to the provision of client support.

2. FAMILY EDUCATION
- Supports the Dementia Friendly Communities Senior Manager and Education Manager to identify family education needs.
- Participates in and assists with family education sessions as required.

3. GENERAL DUTIES
- Triages and responds to requests for services and support including phone inquiries, office walk-ins and email requests.
- Completes and submits accurate statistical records and narrative reports of First Link® activity, client contacts, support groups and program activities to the First Link Team Lead and other Alzheimer Society staff as directed.
- Participates in Provincial Program planning and education opportunities, providing input and information regarding program planning and activities.
- 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 confidential client records via an electronic database.
- Experience in the field of dementia care and family support an asset.
- Experience in providing supportive counseling an asset.
- Experience working in non-profit milieu an asset.

WORKING LEVEL QUALIFICATIONS
- French and/or a secondary language an asset.
- Friendly and approachable.
- Excellent organizational and time management skills.
- Demonstrated understanding of and commitment to abiding by confidentiality policies.
- Demonstrates a strong working knowledge of the community resources and supports available to the older adult population.
- Exceptional listening, oral and written communication skills.

- Ability to work independently and as a strong team contributor.
- Demonstrated commitment to continuing professional development.
- Demonstrates strong computer skills in Microsoft Office Suite and database file management, as well as online social platforms such as Zoom.

To Apply:

Please submit a cover letter and resume clearly stating how the requirements are met to:

Amanda Cross
First Link Team Lead
across@alzheimer.mb.ca with Client Support Coordinator in the subject line.

This competition will remain open until the position has been filled.

The Alzheimer Society is looking to enhance the diversity of our team and encourages candidates with a range of backgrounds and experiences to apply. Reasonable accommodations will be made for those living with disabilities.

Note: A clear police record check, with vulnerable sector check, is required to be submitted as a condition of employment.

We thank all those who apply, however, only those selected for further consideration will be contacted.