

## Position Description

**Position: First Link Coordinator –Regina Qu’Appelle**

### **1. Authority:**

Based in Regina and serving the former Regina Qu’Appelle Health Region area, the First Link Coordinator (FLC) is responsible for the management of the Society’s referrals and proactive contact system for the former Regina Qu’Appelle Health Region. Working with physicians, healthcare professionals and other community partners, the First Link Coordinator will connect, primarily by phone, with people with dementia (PWD) and families affected by Alzheimer's disease or a related dementia to provide information and support and link them to education, support and community services.

This position reports to the Director of Programs and Services (DPS). The First Link Coordinator (FLC) will coordinate, implement and deliver the First Link Program and Alzheimer Society programs and services in the former Regina Qu’Appelle Health Authority.

Through the DPS the FLC will work primarily with programs and services members of the Alzheimer Society of Saskatchewan (ASOS) to support and promote the activities of the Society in the area of support and education.

Resources provided to this position include volunteers and financial resources required to implement the support and education objectives of the organization. Financial support and time off for professional development and membership in professional organizations will be provided and based on a learning plan that is developed and negotiated between the FLC and the DPS.

### **2. Limitations to Authority:**

The FLC fulfills the responsibilities and expectations of this position within the parameters of the limitations identified below, the Strategic and Operational Plan of the ASOS and their individual Staff Work Plan.

The FLC may not:

- Develop or deliver programs and services that are not agreed to in the strategic, operational or work plans.
- Expend more operational funds than are included in the approved budget for the year
- Expend funds on programs, activities or events not included in the operational plan
- Fail to report any anticipated or current risks to the support and education plans that might have a significant impact on the organization
- Delegate work to any other staff member without consulting with the DPS.

### **3. Responsibilities:**

#### **3.1 First Link Outreach & Community Engagement**

- Develop and maintain relationships with physicians, health professionals and communities through presentations, informal and formal contacts, information exchanges in accordance with First Link® manual
- Using standardized curriculum and program resources, provide education for physicians, healthcare professionals and community agencies about using First Link®, and work with community partners to build referral networks
- Build relationships with communities with a high level of interest in working with the Alzheimer Society to better inform and support its patients and clients. Preferably communities would have more than one health care professional engaged in this work. Community may be a small town outside the Resource Centre city or a site within a large urban centre.

#### **3.2 Information and Referral**

- Coordinate the referral process to facilitate early intervention, including proactive outreach and connecting people with dementia (PWD) and their families to services and supports as soon as possible after diagnosis or at the initial point of contact with ASOS in accordance with First Link® manual
- Implement and maintain a process for regular follow up contact and support with PWD and families in accordance with the First Link® manual
- Provide on-going education and support to PWD and families referred to the Society
- Provided by phone, or office appointment to assist client in process of accepting the disease, dealing with feelings, seeking help and services and planning for the future
- Ensures focus is on the client's needs and strives for effective communication involving the client in all decision making
- Responds to requests for information and/or help according to urgency
- Ensure families are provided with timely and appropriate information and referral resources into the Society and other community programs and services
- Advise the First Link Care Navigator Team Lead of any non-routine situations encountered during client contacts including those that are identified as complicated and/or complex

#### **3.3 Education and Support Programs**

- Offer Learning Series, Early Memory Loss Support Groups and Coffee Clubs to PWD
- Facilitate Taking Control of Our Lives self-management program
- Offer Learning Series utilizing standardized curriculum to family and friends of PWD as per work plan
- Host Evening of Education sessions in Resource Centre community and facilitate access to other site in the Resource Centre area
- Recruit, train, engage, mentor and support health care partners and other volunteers to assist with Learning Series and Support Groups
- As requested, and as part of the work plan provide community presentations using standardized curriculum.

### **3.4 Service Delivery Standards and Quality Improvement**

- Maintain confidential, accurate and current client records, including complete and thorough documentation for each client contact, in compliance with relevant privacy legislation and in accordance with professional standards and internal policies
- Maintains statistical and evaluation data and reports for the programs
- Ensure that client consents, privacy, and confidentiality are maintained in compliance with legislation, professional standards/ regulations and internal policies
- Maintain an advanced level of knowledge of Alzheimer's disease and other dementias, including clinical manifestations, diagnosis, behaviours, current care practices, treatment options, available community resources, and all relevant legislation
- Participate in knowledge transfer and exchange and collaborate with Alzheimer Society of Saskatchewan to support the delivery of best practices and ongoing quality improvement

### **3.5 Other**

- Participates as a collaborative member of the Alzheimer Society Programs and Services team, resources and participates in provincial program planning as requested
- Participates on advisory committees, and interest groups as directed by the Director of Programs and Services.
- Engages in education opportunities, meetings and other duties as requested by the Director of Programs and Services.

## **4. Expectations**

- Maintain a valid membership with appropriate professional association
- Monitor relevant budgets and provide projections and variance explanations to the DPS
- Achieve objectives and key actions as identified in the FLC Work Plan

The First Link Coordinator is also expected to:

- Embrace the vision, mission and values of the ASOS
- Maintain, promote and develop teamwork within the ASOS
- Ensure that all relationships between the FLC and clients, volunteers, members, sponsors and strategic partners are transparent and collaborative.
- Undertake ongoing job-related personal growth, development and competency through participation in courses, workshops and/or conferences.
- Use the Society database (eTapestry) to record all program activity and data as required, following data standards.
- Submit the following reports:
  - Monthly time sheet
  - Monthly expenses
- Report to the DPS by requesting time off, sick time (reporting), holidays, etc. for approval

## **5. Accountabilities**

- Accountability in this relationship is mutual. The DPS is accountable to the FLC for providing the authority, resources and support that is required for the successful realization of the responsibilities of this position. The FLC is responsible to the DPS for fulfilling the responsibilities and expectations of the position, within the limitations of

authority established. The performance of the FLC, and the components of this position description will be reviewed annually by the DPS and will include:

- A review of the authorization and resources provided to the FLC
- A review of FLC performance towards the responsibilities and expectations of the position and the progress towards the tactical objectives and personal objectives identified
- Negotiation of tactical and personal objectives and plans for personal development for the coming year
- A review of the authorization and resources required for the coming year
- A review of the current salary of the FLC

First Link Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

Director of Programs and Services: \_\_\_\_\_ Date: \_\_\_\_\_