

## **Director of Support Services**

Reporting to the Executive Director the **Director of Support Services** is responsible for overseeing and developing person-centered clinical services for individuals and families living with dementia. The Director of Support Services leads and mentors a multidisciplinary team that includes counsellors, art and music therapists, recreation therapists and facilitators, other clinicians, an assistant and stagiaires.

### **About Alzheimer Groupe Inc (AGI)**

Located in Montreal, Quebec, Alzheimer Groupe Inc (AGI) is a charitable organization that offers therapeutic programs to individuals living with Alzheimer's disease and other dementias. Additionally, AGI provides support services to families and professional care partners, focusing on best practices in dementia care while sensitizing the community at large through education and awareness. Learn more here: <https://youtu.be/Q0FJHv7dbPw>

### **Job Type**

- Full-time – 35 hours/week
- In-Office (Primary)
- Monday through Thursday 9:00 a.m. to 5:00 p.m.; Friday 9:00 a.m. to 4:00 p.m.
- Occasional weekends and evenings as required by programming needs
- Telework eligibility is determined by the Executive Director. AGI employees working from home must be available for emails, calls and meetings during regular business hours providing effective and prompt communication while completing all job responsibilities.

### **Duties and Responsibilities**

- Lead and manage a multidisciplinary team of clinical staff, overseeing daily programs and activities focused on person-centred dementia care.
- Ensure that staff comply with relevant professional standards, regulations, policies, and procedures, especially as it relates to the care of vulnerable persons.
- Coach and guide support services staff, prioritizing their professional growth.
- Liaise with and update the Executive Director on support service programs, services, staffing needs and day-to-day activities.
- Oversee the development and execution of all support services, programs, and special events while ensuring high-quality delivery throughout all interactions.
- Create and implement organizational policies related to programs and services, including participant eligibility, program requirements and benefits.
- Facilitate ongoing quality improvement activities to enhance service delivery. Oversee the collection of data and statistical information to inform decisions.
- Identify participant barriers to service, develop strategies to reduce these barriers, monitor and evaluate results.
- Provide input and program guidance for strategic planning initiatives and grant applications; participates in grant reporting process through program evaluation, providing information on outcomes achieved and statistical information.

Alzheimer Groupe Inc. (AGI)  
5555, av Westminster, #304  
Montreal, QC  
H4W 2J2  
514-485-7233

E-mail  
Courriel  
[info@agiteam.org](mailto:info@agiteam.org)

Website  
Site Internet  
[www.agiteam.org](http://www.agiteam.org)

Charitable No.  
No. d'organisme de  
bienfaisance  
89609 0487 RR0001

- Establish an AGI Client and Family Advisory Council (CFAC) and recruit participants to chair and join the committee.
- In conjunction with the Executive Director, through networking and outreach, develop partnerships with community organizations and public and private healthcare agencies.
- Represent AGI on various senior tables, education and health committees in the community.
- Train professional care providers in best practices of dementia care.
- Give ongoing support to clients and advocate on their behalf.
  - Based on the team's caseload, assist with incoming referrals, e.g. explore the nature of the call, the presenting problem, request for service, precipitating factors.
  - Assess client needs; develop intervention plans, provide ongoing support and follow-ups (including referral to appropriate resources).
- Deliver reports at Board of Directors meetings and the Annual General Meeting.
- Other duties as assigned.

### **Essential Qualifications**

- Masters in Social Work or a related profession with clinical experience (i.e. Nurse Clinician)
- Minimum three or more years of demonstrated management experience and more than 5 years of direct clinical experience in dementia care or a related sector.
- Proven ability to effectively lead people and manage clinically relevant administrative functions.
- Demonstrated ability to collaborate effectively in a team environment and to work in partnership with community stakeholders.
- Knowledge of research methodology and outcome evaluation.
- Established in managing departmental resources and providing input for budgets.
- Ability to facilitate continuous quality improvement activities to enhance service delivery.
- Knowledge of Alzheimer's disease and other dementias; the impact on people living with dementia, caregivers and families along with best practices in dementia care.
- Ability to include a person-centred approach in all aspects of services and programming.
- Excellent interpersonal, communication, organizational and time management skills.
- Strong ethical standards and a respect for client confidentiality.
- Ability to demonstrate empathy and flexibility.
- Knowledge of the Quebec healthcare system and community organizations.
- Fluency in French and English is a necessity.

*Note: The English language is required for this position as the employee will interact, support and communicate with clients from the English-speaking minority of Quebec as a part of the organization's mission, as well as colleagues, professionals and community partners in the social services network working in conjunction with the Ministère de la Santé et des Services sociaux.*

### **Remuneration and Benefits**

\$65,000 to \$80,000 annually, commensurate with education and experience.

Following a successful 3-month probationary period:

- 6% vacation indemnity (3 weeks) during the first year of service after which time this will increase to 8% vacation indemnity (4 weeks) at the one-year anniversary.
- Paid leave during the December holidays (dates are determined by the Executive Director)
- 2 sick days, 3 personal days, 2 family obligation days per year
- Group Benefits Package that includes Health and Dental, AD&D, life insurance, dependent life insurance, long-term disability, critical illness and access to an Employee Assistance Program (EAP).
- Voluntary Retirement Savings Plan (VRSP)