

JOB POSTING

Behavioural Supports Ontario Worker / Dementia Resource Consultant (BSO / DRC)

Posting Date: Friday November 1, 2024

Closing Date: When filled.

Position title: **BSO Worker (Middlesex) / Dementia Resource Consultant (Elgin)**
(Behavioural Supports Ontario Program)

Organization: Alzheimer Society Southwest Partners

Do you have a passion for working with older adults, including people living with Alzheimer's disease and other dementias and their care partners? Are you looking for a position that offers variety and incredible job satisfaction?

We are seeking a member of our Behavioural Supports (BSO) / Dementia Resource Consultant (DRC) team. This is a full-time position split into two portions: half-time as BSO and half-time as DRC, each job-shared with a colleague. In this role, you'll divide your time between St. Thomas Elgin General Hospital (STEGH) Emergency Department (ED) and a hybrid work model in London-Middlesex. The role will spend time in St. Thomas Elgin General Hospital (STEGH) Emergency Department (ED) serving as a first point of contact and resource for persons living with Alzheimer's disease or other dementia, and their care partners.

In the BSO role, this position will also work closely with the local Behavioural Supports specialized team(s) and community supports to provide assessment, system navigation, short term one to one supportive counselling, crisis intervention, case management, and referrals to community agencies as appropriate for those presenting with responsive behaviors.

What We Offer:

- Health benefits
- Pension plan
- Paid sick time
- Birthday off paid
- Generous vacation time
- Flexible work models
- Paid personal days
- Positive workplace culture

About This Position:

Immediate Supervisor: Manager of Community Clinical Services

Direct Reports: None

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Job Status: Full-time, Permanent, 35 hours per week, occasional evening and weekend work required.

Location: St. Thomas Elgin General Hospital (STEGH), & hybrid work – some work in Middlesex (London) office and hybrid work from home. Some limited travel to our Elgin (St. Thomas) & Oxford (Woodstock) offices required.

Summary:

Behavioral Supports Ontario Worker: Under the direction of the Manager of Community Clinical Services, the incumbent will work with persons living with Alzheimer's disease or other dementia (ADOD), including Mild Cognitive Impairment (MCI), or other memory complaints who are presenting with responsive behaviors in the community of London-Middlesex. The incumbent will work with the individual, their care partners, and other health care providers to ensure access to information, support, and education that assists them on their journey with the disease. The goal is to provide needed support, build effective and efficient utilization of community resources, promote links with primary care and community resource agencies; reduce care partner crisis situations and thereby reduce care partner burden. The BSO Worker will work closely with the local Behavioural Supports specialized team(s) and community supports to provide interventions such as assessment, system navigation, short term one to one supportive counselling, crisis intervention, case management, discharge planning, and referrals to community agencies as appropriate.

Dementia Resource Consultant: serving as the initial point of contact for St Thomas Elgin General Hospital (STEGH) Emergency Department (ED) and Ontario Health at Home staff and people living with dementia and their care partners who enter STEGH ED. These individuals may become clients of Alzheimer Society Southwest Partners (AlzSWP), including persons living with dementia and/or care partners.

Dementia Resource Consultants (DRCs) at AlzSWP work in the Emergency Departments of London Health Sciences Centre, University Hospital, STEGH and Woodstock Hospital as part of the Integrated Dementia Resource Team (DREAM Team). The DREAM team is a collaboration with 7 other regional Alzheimer Societies and respective emergency departments. The DRC will provide support connecting persons living with dementia and/or care partners to programs and services within the Alzheimer Society (such as, behavioural support outreach, counselling, respite) and other community resources. The DRC follows their journey through service coordination and collaboration with other staff of AlzSWP and community partner organizations. The DRC also educates/models for the ED team members behavioural strategies to mitigate the risk or necessity for restraints in the ED through the use of Montessori activities and GPA strategies.

Duties and Responsibilities as BSO Worker:

- Receive and respond to BSO client referrals in a timely manner,
- Provide psychosocial assessments and develop care plans for clients living with dementia with responsive behaviors and their care partner network working together with health system partners,
- Initiate intervention immediately in urgent situations,
- Provide dementia related supportive counselling to clients as needed,

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- Consult with Alzheimer Society peers/colleagues on specific cases in which clients are engaging in responsive behaviours,
- Identify person-centered, abilities focused care partner strategies for behavior management,
- Provide regular follow up with current clients as established in agency policy,
- Comply with reporting requirements of the AlzSWP and those of the relevant professional body (OCSWSSW, RNO),
- Ensure clients are aware of existing community resources, and provide assistance as needed to clients who wish to access them,
- Refer to appropriate community resources as required,
- Facilitate support and education groups as assigned.

Duties and Responsibilities as DRC:

- Speaks with clients on the phone or in person (walk-in), acting as an initial point of contact for potential clients who present in the ED at STEGH,
- Screens and assesses potential care partner clients based on standard criteria for the services of the AlzSWP, specifically Counselling, BSO, and Respite,
- Prioritizes assistance with ED patients who are expressing responsive behaviour and provides intervention activities when needed,
- Educate, coach and role model for ED team members and staff on behavioural strategies through the use of Montessori and GPA techniques and tools to mitigate the risk or necessity for restraints,
- Provides families with relevant information for other community agencies and programs when appropriate, or if they require additional community services ex. legal counsel or financial planning,
- Liaises with other community agencies to facilitate referrals and coordinate client services as required,
- Participates in coordinated care planning to ensure smooth transition out of ED back into the community as needed,
- Liaise with primary care providers to support stabilization in the community of person living with dementia,
- Gather statistical data as defined for this OHWest program.

Evaluation & Other Responsibilities

- Annual performance review with Manager of Community Clinical Services,
- Collect, maintain and report required quantitative and qualitative data to support region-wide monitoring, evaluation, and reporting to BSO Project team and DREAM team,
- Work with clinical team to continually evaluate BSO services by soliciting ongoing feedback from clients as well as completing written questionnaires as appropriate,
- Always represent the AlzSWP in a professional manner, treating all internal and external clients with respect and dignity and always act in the best interest of the Society,
- As an employee of a non-profit organization, you are expected to participate in fund development activities as required,
- Other related duties as requested by the supervisor or Director of Programs and Services or CEO.

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Requirements / Experience and Qualifications:

- Minimum degree or diploma in social work, nursing or other related health care discipline,
- 3 to 5 years client service experience in the health and/or social service sectors,
- Registered (or eligibility for registration) with health professional designation such as the Ontario College of Social Workers and Social Service Workers (OCSWSSW) or Registered Nurses of Ontario (RNO),
- Experience working with the over 65 age group,
- Experience working with persons living with dementia and their care partners,
- Hospital experience an asset,
- Experience with populations that require behavioural support an asset,
- Required to comply with hospital Occupational Health requirements,
- Strong crisis management skills,
- Strong assessment and case management skills required,
- Experience facilitating education and/or support groups an asset,
- Strong written and verbal communication skills,
- Ability and knowledge to work within a computerized environment,
- Ability to converse in a language other than English is an asset,
- Valid driver's license and access to own vehicle,
- A Police Vulnerable Sector Check is required.

Preferred:

- Degree in social work, nursing or other related health care discipline,
- Minimum 5 years of experience providing care to people living with dementia,
- Gentle Persuasive Approach (GPA), PIECES, ASSIST, and Non-Violent Crisis Intervention training

Working Conditions:

Hybrid: office setting / hospital setting / some remote work from home. General office duties, typing, filing, occasional lifting / carrying 25lbs, reaching, bending, walking, sitting, and standing. Freedom of movement throughout the day. Regular travel required.

About Us

Organization Overview:

The Alzheimer Society actively supports families and individuals affected by Alzheimer's disease and other dementias. We advocate for and provide support services, education, and funding for research for those affected by Alzheimer's disease and other dementias.

Our Vision:

No one impacted by dementia goes unsupported.

Our Mission:

We provide community and person-centered support and education to those impacted by dementia.

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Our Values:

Collaboration, Excellence, Respect, Compassion and Belonging.

Website: www.alzswp.ca

TO APPLY:

Interested applicants will submit a **complete application package including cover letter and resume in .pdf format to:** HR@alzswp.ca (with the job title listed in the subject line).

All applicants will be screened based on receiving a complete application package and according to the qualifications listed in the posting. We thank all applicants for their interest, only those selected for an interview will be contacted.

Commitment to Equitable Recruitment:

The Alzheimer Society Southwest Partners (AlzSWP) recognizes the value and dignity of each individual and ensures everyone has genuine, open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. We are dedicated to building a diverse and inclusive work environment, where the rights of all individuals and groups are protected and all members feel safe, respected, empowered, and valued for their contributions.

Our values (collaboration, excellence, respect, compassion and belonging) and are the guideposts we use for decision-making of all kinds. We believe that this will guide the organization toward a place of inclusion for all - where equity and access to essential supports and services becomes the reality.

We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA. AlzSWP welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from First Nations, Inuit and Métis, Indigenous Peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as 2SLBGTQAI+.

Infection Prevention and Control & COVID-19 Considerations:

This position may require consistent wearing of proper PPE and completing education in proper Public Health guidelines surrounding PPE and Covid-19 protocols.