

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Secretary, Rare Dementia Support Canada
DEPARTMENT:	Rare Dementia Support Canada
CLASSIFICATION:	Secretary C
WAGE GRADE:	WG 40
EMPLOYMENT DEFINITION (STATUS):	Part-time Support Contract
SUPERVISOR:	Rare Dementia Support Service Manager

SUMMARY OF FUNCTIONS:

Reporting to the Rare Dementia Support Service Manager, the Secretary is responsible for administrative support for Rare Dementia Support Canada (RDS Canada) to ensure the efficient and effective delivery of the service. RDS Canada is a Nipissing University led collaborative service offering specialist social, emotional and practical support services for individuals living with, or affected by, a young onset and rare (atypical) dementia diagnosis. Our vision is for all individuals with, at risk of, or supporting someone with one of these forms of dementia, to have access to information, tailored support and guidance, and contact with others affected by similar conditions. RDS Canada is currently funded by The Hilary and Galen Weston Foundation.

The overall responsibilities include general reception and secretarial support, contributing to the organization of support groups, general assistance for people living with young onset and rare dementia and their care partners accessing the services provided by RDS Canada.

DUTIES & RESPONSIBILITIES:

Reception and Secretarial Support

(35%)

- Respond to general service, research or educational (primarily external) enquiries made by phone or email.
- Assist the RDS Canada Service Manager with the organization, scheduling, and publicizing of support groups and other online services (e.g. regional meetings).
- Schedule regular team, Advisory Committee and Management Group meetings, including room bookings as necessary.
- Attend, minute meetings and circulate agenda and minutes.
- Organize, maintain, and store confidential member records using a variety of filing systems (hard copy, electronic, file sharing, archives)
- Prepare and circulate regular newsletters, support group meeting announcements, and other relevant membership correspondence.
- Ensure any urgent requests for support are immediately brought to the attention of the RDSC Service Manager.
- Provide general secretarial support for the RDS Canada Lead and RDS Canada Service Manager.
- Act as a liaison person for the organization of clinical field education and/or experiential learning opportunities for NU students.
- Maintain inventory of, and order office supplies, stationary, and equipment.
- Request quotes and arrange hospitality services for meetings and special functions.

- Maintain master copies of all policies and procedures and update these as changes are made.
- Assist in maintaining a welcoming, responsive and respectful office environment for team and RSDC members.

RDS Canada Membership Administration and Support Groups

(35%)

- Maintain databases related to service/program activities.
- Assist the RDS Canada Service Manager with the organization, scheduling, and publicizing of support groups and other online services.
- Provide administrative support to regional meeting facilitators.
- Provide administrative follow-up to any matters following all group meetings.
- Assist in the development and maintenance of the membership data base and other contact lists.
- Organize and track mass mail/email-out operations.
- Prepare and distribute new membership welcome packs.

Communications

(25%)

- Production and distribution of support group newsletters and/or brochures.
- Post/email copies of standardised information leaflets and documents (e.g. advice sheets).
- Circulate interim email correspondence to support group members.
- Update and writing content for the support group websites, in liaison with trained support staff as appropriate.
- Assist in the production of information sheets and publicity materials for support groups, including information on a variety of clinical, financial and social topics, sometimes in response to specific requests for information.

Quality assurance and Data Management

(5%)

- Assist in the development and implementation of RDS Canada direct operating procedures and ensure they are in line with all relevant NU policies and standard operating procedures.
- Assist in the development and implementation of quality assurance mechanisms and an established schedule of reporting activities.
- Prepare final copies of annual program reports for internal and external distribution.
- Ensure that information collection, storage and usage is in accordance with local and national guidelines and laws specific to data protection.

Any other duties as assigned by the supervisor.

QUALIFICATIONS:

EDUCATION:

Two-year office administration diploma from a recognized college, a university degree is considered an asset.

Training and/or experiences may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- One year of relevant work experience.
- Experience working with people living with different forms of dementia and an awareness of Canadian dementia care will be considered an asset.
- Ability to communicate in both English and French will be considered an asset.

- Computer literate (MS Office Suite, email, videoconferencing platforms, database, Sharepoint, videoconferencing software).
- Ability to protect the confidentiality of all verbal and written communication concerning RDS Canada members.
- Excellent customer service, adaptability and problem-solving skills.
- Ability to work with minimal supervision.
- Excellent written and oral communication skills, including communication skills with people living with a cognitive impairment.
- Excellent telephone, organizational and interpersonal skills.
- Tact, initiative, diplomacy, sensitive to needs of those presenting with cognitive impairments.
- Excellent problem-solving skills.
- Ability to organize workload according to various requests in a deadline-oriented environment.
- Ability to work independently, and work within a team environment.
- Knowledge of newsletter/brochure layout, production and design.
- Knowledge of university policies and procedures.
- Demonstrated commitment to ongoing learning and skill development.
- Knowledge of the Freedom of Information and Protection of Privacy Act.
- Knowledge of the Personal Information Protection and Electronic Documents Act.

RELATIONSHIPS/CONTACTS:

Supervised by: Rare Dementia Support Service Manager

Workers Supervised: None

Internal: Students, faculty and staff

External:

- RDS Canada members (i.e. people living with rare dementia, care partners, health and social care practitioners)
- Provincial and territorial dementia care and mental health services (e.g. Alzheimer Society of Ontario, Early Onset Dementia Alberta Foundation, MINT Memory Clinic, Seniors Mental Health, Ontario Behavioural Supports, Anishinaabek Dementia Care)
- Other health and social care practitioners (e.g. Community Aphasia Programs, Clinical Neurological Programs, Regional Geriatric Programs)
- Dementia research programs (e.g. Murray Alzheimer Research & Education Program, University of Waterloo)
- Rare Dementia Support UK
- RDS Canada funders
- Knowledge exchange organizations (e.g. Brain Xchange, NICE)

MATERIALS UTILIZED:

- RDS Canada website and handbook
- Microsoft Office Suite (Word, Excel, PowerPoint) and specialized database software
- Videoconferencing software (e.g. Zoom, GoToMeeting)
- Confidential member records
- Computers, laptops, laser printers, ink-jet colour printers
- Telephone and voicemail
- Fax machine, scanner, photocopiers, shredder

PHYSICAL DEMANDS & WORKING CONDITIONS:

- High degree of visual attention and mental concentration as requires as well as ability to respond to deadlines and work under pressure.
- Ability to maintain sensitivity to, and cope with, information which may be highly confidential (e.g. responsive behaviours, adult safeguarding).
- Occasional evening and/or weekend work may be required to attend support group activities.
- Light to moderate demands.
- Audio/visual concentration.
- Little physical effort – some standing, lifting, sitting walking.

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Assistant Vice-President, Human Resources & Equity,
Diversity & Inclusion

Date