

Nipissing University
JOB DESCRIPTION

JOB TITLE:	Administrative Assistant, Rare Dementia Support Canada
DEPARTMENT:	Rare Dementia Support Canada
CLASSIFICATION:	Secretary C
WAGE GRADE:	WG 40
EMPLOYMENT DEFINITION (STATUS):	5-Year Term
SUPERVISOR:	Director, RDS Canada

This position is 100% externally funded by The Hilary and Galen Weston Foundation.

SUMMARY OF FUNCTIONS:

Rare Dementia Support (RDS) Canada is a multi-component support community for people affected by rare dementia and a centre for rare dementia education and research. RDS Canada's vision is for all individuals living with, affected by, or at risk of a diagnosis of rare dementia have access to information, tailored support and guidance and connect with others affected by similar conditions. Led by Nipissing University (NU), RDS Canada is funded by The Hilary and Galen Weston Foundation.

The Administrative Assistant is responsible for providing administrative support for RDS Canada to ensure the efficient and effective delivery of the service. The overall responsibilities include general reception and administrative support, general assistance for people living with rare dementia and their families accessing support services, maintaining digital registration and member records, organizing and booking support and educational activities, assisting with RDS Canada's communication and marketing functions via the website and newsletters, coordinating meetings with internal and external collaborators, and assisting with the quality assurance program.

The position holder may be required to occasionally work in the evenings and on Saturdays to attend RDS Canada related activities.

DUTIES & RESPONSIBILITIES:

Reception and administrative support (35%)

- Respond to general service, research or educational (primarily external) enquiries made by phone or email.
- Schedule regular team, Advisory Circle and Steering Committee meetings, including room bookings as necessary.
- Attend, minute meetings and circulate agenda and minutes.
- Organize, maintain, and store confidential member digital records using a variety of filing systems (hard copy, electronic, file sharing, archives).
- Prepare and circulate regular, support announcements, and other relevant membership correspondence.
- Ensure any urgent requests for support are immediately brought to the attention of the support team.
- Provide general administrative support for the RDS Canada Principal Lead and Director.
- Act as a liaison person for the organization of intern, clinical field education and/or experiential learning opportunities for NU and other students.
- Maintain inventory of, and order office supplies, stationary, and equipment.

- Request quotes and arrange hospitality services for meetings and special functions.
- Request quotes and facilitate equipment, technology or furnishing replacement as necessary.
- 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 RDS Canada members.

Membership administration and scheduling support

(35%)

- Maintain digital databases related to support and education activities.
- Organize, schedule, and publicize individual, family and group support and other online services.
- Provide administrative follow-up to any matters following all support group meetings.
- Assist in the development and maintenance of the membership database and other contact lists.
- Organize and track mass mail/email-out operations.
- Prepare and distribute new membership welcome packs.

Communications

(25%)

- Assist with the production and distribution of newsletters and/or brochures.
- Post/email copies of standardized information leaflets and documents (e.g. advice sheets, handbooks).
- Circulate interim email correspondence to RDS Canada members.
- Update and write content for the membership website pages, in liaison with other 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.
- Act as a liaison with respect to staff and faculty involved in research and education initiatives.

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 impact 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 to three years of relevant work experience
- Experience working with people living with different forms of dementia and an awareness of Canadian dementia

care and support will be considered an asset

- A Criminal Reference Check, with vulnerable sector screening, is also mandatory
- Ability to communicate in both English and French will be considered an asset
- Computer literate (e.g., MS Office Suite, email, videoconferencing platforms, database, Sharepoint, videoconferencing software, Mailchimp, WordPress, Telus Health)
- Ability to protect the confidentiality of all verbal and written communication concerning 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: Director, RDS Canada

Internal: RDS Canada Principal Lead, students, faculty, and staff

External:

- RDS Canada members (i.e. people living with rare dementia, family members and other 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 in the university and college sectors
- Rare Dementia Support UK
- RDS Canada funders
- Knowledge exchange and mobilization organizations (e.g., Brain Xchange, NICE)

MATERIALS UTILIZED:

- RDS Canada website and handbooks
- Microsoft Office Suite (Word, Excel, PowerPoint) and specialized database software
- Confidential Telus Health support record
- Videoconferencing software (e.g., Zoom)
- General office equipment

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

Human Resources

Date