

**Nipissing University**  
**POSITION DESCRIPTION**

<b>JOB TITLE:</b>	Specialist Support Advisor (Bilingual – English/French), Rare Dementia Support (RDS) Canada
<b>DEPARTMENT:</b>	Rare Dementia Support Canada
<b>WAGE GRADE:</b>	WG 90
<b>CLASSIFICATION:</b>	Technologist D
<b>EMPLOYMENT STATUS:</b>	Full-Time – 5 Year Term
<b>SUPERVISOR (POSITION TITLE):</b>	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 Specialist Support Advisor will report to the Director, RDS Canada with daily guidance provided by the RDS Canada Principal Lead. The Advisor will deliver high quality and empowering support, information and advice to individuals living with, at risk, or caring for/ supporting someone living with a rare dementia. The Specialist Support Advisor will work in collaboration with the RDS Canada team, educators and dementia researchers, contribute to educational programs (e.g. NU BSW, BScN programs) and ongoing research on dementia, and develop and maintain links with local, national and international clinical, research, not-for-profit and charitable organizations for people living with rare dementia.

The Advisor will be required to occasionally work in the evenings and Saturdays to attend support group related activities. Proficiency in both English and French (spoken and written) is required.

**DUTIES & RESPONSIBILITIES:**

**Information and Knowledge Sharing, Advice and Support**

**(40%)**

- Adhere to professionally approved standards of practice to provide clinically- and evidence-informed advice and support to people living with rare dementia, their care partners, their families and their friends, and practitioners working to support them.
- Track support call delivery data, monitor achievement of co-constructed support goals, compile positive feedback ratings, and ensure clear communication of RDS Canada's role and functions.
- Conduct information sharing and support calls following the triage of all enquires/ requests to RDS Canada.
- Liaise and collaborate with other Support Advisors to ensure coordinated support delivery and the best skill sets of the team are utilized.
- Signpost or refer members to other clinical, crisis, legal or medical services as appropriate.
- Advise members who are not yet diagnosed to navigate pathways to specialist diagnostic services.
- Advise members thought to be at risk of inherited dementias to navigate pathways for generic testing or participation in clinical trials.

- Manage any safety, relationship or abuse concerns.
- Participate in a bi-weekly direct support team meeting, provide peer support to other advisors, and contribute to planning and problem-solving for the day-to-day delivery of the support services.
- Maintain accurate records of interactions with members on the RDS Canada digital database and reviewing and revising the design of the use of this database as appropriate.
- Act as a link person for queries relating to support, education or research.

### **Support Group Delivery**

**(40%)**

Contribute to the planning, development and delivery of regular support groups throughout the year.

- Plan and deliver Rare Dementia and Living Better Living Well Support Groups and Peer Conversations ensuring that information and guidance is appropriately tailored to, for example, type of dementia, age, relationship status, stage of disease, and cultural and/ or linguistic diversity.
- Screen members for participation in appropriate groups and conversations.
- Facilitate groups through greeting members, review of ground rules, presentation of material, introducing guest speakers, make easy/ encourage interactive discussions and the sharing of lived experiences.
- Provide technical and administrative support for virtual support, including managed Zoom functions to assist members.
- Coordinate and document information shared among group members, and follow up as needed to ensure accuracy and accessibility.
- Contribute to the planning and delivery of complementary educational webinars for all rare dementia support groups.

### **Communications**

**(5%)**

- Provide effective and accurate communication of RDS Canada's roles and functions and contribute to the evolving design, content and structure of the RDS Canada digital platform.
- Develop and share to relevant news, research developments and support group news information through support group newsletters, website text and other communications materials (e.g., Instagram, Facebook).
- Contribute to the development of information sheets and publicity materials for support groups, including information on a variety of support topics (e.g. legal and financial matters, employment, long term care and end-of-life care planning).
- Deliver educational presentations on RDS Canada's model, rare dementia, and rare dementia support to student and public audiences.
- Maintain positive working relationships with all RDS Canada members.

### **Education and research**

**(5%)**

- Offer education, advice and information to health and social care practitioners about the support needs of people affected by rare dementia, including supervision for clinical or field education practicums.
- Deliver specialist training or education on request by external organizations.
- Collaborate with the team to develop future training and service innovation opportunities.
- Maintain awareness and understanding of all research projects and help to identify members who may be interested in participation.

### **Public engagement**

**(5%)**

- Demonstrate consistent engagement with the wider dementia community, people with lived experience and the general public to raise awareness of the support needs for people living with a rare dementia.

- Connect with other dementia care and health services providers to promote RDS Canada and establish relevant partnership working arrangements (e.g., Health Canada) and/ or pathways for shared learning and development.
- Represent RDS Canada at relevant events, organizational meetings and/ or planning forums.
- Empower members with lived experience who wish to have their voices heard through advocacy initiatives or public events.
- Participate and assist in the delivery of any RDS Canada public events.

#### **Quality assurance and data management**

**(5%)**

- Implement RDS Canada direct operating procedures and ensure they are in line with all relevant NU policies and standard operating procedures.
- Implement quality assurance mechanisms and an established schedule of reporting activities.
- 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 and within the scope of this position and the work of RDS Canada.

#### **QUALIFICATIONS:**

**Education:** Undergraduate degree in social work, nursing or other health/ allied health related discipline is required. Registration in good standing with the appropriate regulatory body associated with the individual's professional discipline is mandatory.

#### **Training, experience, knowledge & skills required:**

- One to three years' experience delivering pre- and post-diagnostic support for people living with dementia or other neurodegenerative diseases.
- Proficiency in both English and French (spoken and written) is required.
- Demonstrated commitment to evidence-informed practice.
- Demonstrated commitment to ongoing learning and skill development.
- Knowledge of young onset and rare dementia (including symptoms and treatment) and its impact on individual and family well-being, environmental, health and psychosocial needs in early, mid and later stages of the condition, including bereaved care partners, evidence-informed support, including peer support, and the range of dementia care services within Canadian provinces and territories.
- Knowledge of management of behavioural disturbances, communication skills with someone with cognitive impairment, and support strategies for someone living with a neurodegenerative condition.
- Experience delivering training or educational programs.
- Education and supervised practice in supportive counselling, group work and interdisciplinary working.
- Knowledge of the intersection between dementia diversity and ethno-racial and socioeconomic diversity (e.g., diversity-related barriers to diagnosis and access to support services).
- Experience supervising and/or supporting students in clinical and/or experiential learning placements.
- Excellent interpersonal skills with an ability to form empathic relationships with people with cognitive impairments and their family.
- Knowledge of research ethics, research methods and the mobilization of research knowledge for practice.
- Experience managing a large and demanding workload.
- Experience in supervising students and/ or volunteers.
- Excellent oral and written presentation skills.
- Computer literate (MS Office Suite, email, videoconferencing platforms, database, Sharepoint).
- Knowledge of the Freedom of Information and Protection of Privacy Act.
- Knowledge of the Personal Information Protection and Electronic Documents Act.
- A valid driver's license is preferred.

- Ability to communicate in both English and French will be considered an asset.
- A Criminal Reference Check, with vulnerable sector screening, is also mandatory.

#### RELATIONSHIPS/CONTACTS:

**Supervised by:** Director, RDS Canada with Principal Lead, RDS Canada

**Internal:** students, faculty and staff, RDS Canada research and education staff

**External:**

- RDS Canada members (i.e., people living with rare dementia, family members, health and social care practitioners)
- Provincial and territorial dementia care and mental health services (e.g., Alzheimer's Society of Ontario, 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
- Knowledge exchange organizations (e.g., Brain Xchange, NICE)

#### MATERIALS UTILIZED:

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

#### PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Daily intense mental concentration and observation of members' verbal and non-verbal behaviours.
- 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.
- Private office

**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.**

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Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

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Supervisor

Date

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Human Resources

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Date