

JOB POSTING

Community Dementia Navigator

Posting Date: Friday October 31, 2025

Closing Date: When filled

Position title: Community Dementia Navigator

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?

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

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

Location:

- London InterCommunity Health Centre (LIHC) – 659 Dundas Street, London
- Some occasional travel and work at Alzheimer Society Southwest Partners (AlzSWP) – 435 Windermere Road, London location

Summary:

The Community Dementia Navigator (CDN) will coordinate and integrate supports and services around the person living with dementia and their care partner. In this direct client service role, they will be the key “go-to” person in providing supports for those with cognitive changes and after a dementia diagnosis, with responsibility for identifying needs, supporting self-management goals, and strengthening the communication and care planning linkages between providers and across sectors along the continuum of care. The CDN will provide support connecting persons living with dementia and/or care

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partners to programs and services within the Alzheimer Society (such as, behavioural support outreach, counselling, respite) and other community resources. The CDN follows their journey through service coordination and collaboration with other staff of AlzSWP and community partner organizations. The CDN will also work closely with London Intercommunity Health Centre staff, collaborating to provide dementia specific support and resources to clients.

Specific Job Responsibilities:

Initial Contact, Assessment and Care Planning:

- Receive referrals from LIHC staff to facilitate early intervention and ensure that clients (people living with dementia and their care partners) have a named point of contact for care navigation support as early as possible before and/or after diagnosis,
- Gather information, conduct, or review relevant assessments, and meet with clients (people living with dementia and care partners) to identify current and future needs, goals and level of risk,
- Establish appropriate intervention plans with internal and external resource matching to meet bio/psycho/social needs using a person/family-centred approach,
- Identify needs related to care coordination across service providers and outline responsibilities of all parties.

Navigation and Care Coordination:

- Working alongside LIHC staff, support clients in navigating the system to access appropriate learning opportunities, support services, care and resources as identified in their individualized plan of service,
- Pro-actively facilitate and advocate for linkages, communication, information exchange and coordination between clients and service providers along the continuum of care,
- Participate in regular and ongoing care conferences between clients/care partners and all members of client/care partner care team as well as in coordinated care planning meetings with LIHC staff,
- In collaboration with internal and external parties, engage in problem solving and develop strategies to address/overcome barriers in effective coordination/integration of supports and services,
- Leverage and maintain positive working relationships with physicians, health care professionals, health and community support service providers (e.g. LIHC, hospitals, primary care, mental health, BSO, long-term care, retirement homes, police/fire/paramedics/community paramedicine, specialized geriatrics, community Health Links), and other relevant partners through proactive outreach activities,
- Participate in and support The Social, Memory Clinics or other programs where appropriate hosted by LIHC,

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- Support awareness of First Link to health professionals, service providers and other relevant community stakeholders in collaboration with internal and external partners.

Pro-active Follow Up:

- Monitor and provide proactive follow-up for clients and care partners to ensure ongoing collaboration across services/providers and to identify opportunities for new or emerging care options to meet changing needs and to address service/support gaps,
- Provide supports to clients and care partners as they transition through use of different parts of the health, social and residential care systems,
- Educate, coach and role model for LIHC team members and staff on behavioural strategies, dementia education and best practices as required,
- 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.

Evaluation and other Responsibilities:

- Annual performance review with Manager of Community Clinical Services,
- In collaboration with the Alzheimer Society of Ontario and Ministry, participate in planning and implementation of evaluation to examine the overall effectiveness of First Link referral, intake, navigation, care coordination, and proactive follow-up functions, to ensure a timely response to emerging needs,
- Work with programs team to continually evaluate 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.

Required Qualifications:

- Fluent in one or more of the following: Arabic, Spanish, Kurdish, Vietnamese, Cambodian as well as English
- Minimum degree or diploma in social work, nursing, occupational therapy 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

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(OCSWSSW), Registered Nurses of Ontario (RNO), or College of Occupational Therapists of Ontario (COTO),

- Experience working with the over 65 age group,
- Experience working with persons living with dementia and their care partners is an asset,
- Experience with populations that require behavioural support is an asset,
- Strong crisis management skills,
- Strong assessment and case management skills required,
- Experience facilitating education and/or support groups is 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.

Working Conditions:

This position is primarily based in a health clinic office environment, however it may require occasional travel to local Alzheimer office. General office duties, typing, filing, occasional lifting / carrying 25lbs, reaching, bending, walking, sitting, and standing. Freedom of movement throughout the day. Some 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.

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).

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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 2SLGBTQAI+.

Infection Prevention and Control Considerations:

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