

JOB POSTING

Intake Coordinator

Posting Date: Thursday July 18, 2024

Closing Date: when filled

Organizational Overview:

The Alzheimer Society Southwest Partners 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:

A world without Alzheimer's disease and other dementias.

Our Mission:

To alleviate the personal and social consequences of Alzheimer's disease and other dementia's and to promote research.

Our Values:

Collaboration, Accountability, Respect and Excellence.

Position title: Intake Coordinator

Location: Alzheimer Society Southwest Partners
Hiring 1 position, with a home site at any of our 3 locations:
Elgin (St. Thomas), Middlesex (London), Oxford (Woodstock),
some occasional travel to other sites required.

Status: Full-Time, permanent, 35 hours per week,
occasional evening and weekend work required.

About you:

You are an enthusiastic, highly organized people person with a passion for working with diverse groups of people, older adults, and those living with dementia or cognitive impairment. You have experience making connections and providing support to clients. You enjoy working with a multi-disciplinary team and utilize your excellent interpersonal skills. You are a natural with computers and your written and verbal communication skills are first-rate. You manage your time well and you are able to problem-solve through challenging situations and unexpected circumstances.

Position Summary:

The Intake Coordinator is the first staff to engage with individuals and their care partners who are affected by Alzheimer's disease and other dementias (ADOD) and supporting the implementation of the Alzheimer Society Southwest Partners programs and services. You will

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be responsible for intake administration, assistance with related reporting and timely access to services for clients.

Required Qualifications:

- Completed post-secondary education in Office Administration, Gerontology, Social Service Work, Social Work, related health care discipline or equivalent, or significant and relevant work experience and/or a combination of both,
- At least 2 years' experience in the medical field or social services with organizational and client service experience,
- Ability to work with clients, volunteers, staff and external organizations,
- Demonstrated computer skills in Word, Outlook, Excel (word processing, spreadsheets, databases, desktop publishing), client data base software and navigating the Internet,
- Knowledge and appreciation of Alzheimer's disease and other dementias,
- Strong verbal and written communication skills,
- Ability to use discretion, judgment and tact in handling sensitive/confidential information/situations,
- Ability to work flexible working hours,
- Ability to work both independently and collaboratively,
- A Vulnerable Sector Police Record Check is required.

Duties and Responsibilities:

- Coordinate intake referrals sources including those from family physicians, CSS Central intake, service provider agencies, self-referrals, and others,
- Create an electronic client file for each new client,
- Adhere to privacy policies and gain appropriate consents from clients,
- Update and maintain incoming client tracking sheet,
- Connect with community partners to build partnerships,
- Ensure individuals and care partners are provided with timely and appropriate referral programs offered at the Society,
- Responsible for scheduling clients into First Link Care Navigator appointments and providing client information to First Link Care Navigator team,
- As required and within assigned working hours, assist walk-in clients who require immediate attention by meeting with them and expediting their urgent referral to clinical staff.

Evaluations and Other Responsibilities:

- Participate in quarterly performance management meetings and annual performance review with Manager of Community Clinical Services,
- Always represent the Alzheimer Society Southwest Partners 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,
- Maintain an organized and productive office environment with a focus on accuracy and attention to detail,
- Participate in staff meetings as required,

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- Provide reports as required and directed,
- Other related duties as requested by the Manager of Community Clinical Services, Director of Programs and Services and/or CEO.

Immediate Supervisor: Manager of Community Clinical Services

Indirect Supervisor: Director of Programs and Services

Working Conditions:

Hybrid: office 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. Some travel required.

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 include **collaboration** and **respect** 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+.