



JOB POSTING

Intake, First Link Care Navigator (FLCN)

Posting Date: Friday September 12, 2025

Closing Date: Posted until position is filled

Status: Full-time, 35 hours per week, 18-month contract position.

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.

Position title: Intake, First Link Care Navigator (FLCN)

Location: Alzheimer Society Southwest Partners
Office locations in **Elgin** (St. Thomas), **Middlesex** (London) and **Oxford** (Woodstock), this position will have a home site at one of the locations with some occasional travel to other sites 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, verbal and presentation skills are first-rate. You manage your time well and you are able to problem-solve through challenging situations and unexpected circumstances.

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Position Summary:

Please note that this is a dual role, requiring the successful candidate to manage responsibilities across two distinct areas of focus.

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

The *First Link Care Navigator (FLCN)* 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 for families 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 First Link Care Navigator will strive to ensure that every person diagnosed with dementia and their care partners have timely access to information, learning opportunities and support when and where they need it.

Required Qualifications:

- Completed post-secondary education as a Social Service Worker, Social Worker, nurse, gerontology or related health care discipline
- 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
- Understanding of roles and linkages across primary care, community care and specialized geriatric services
- Strong knowledge of client-centered philosophy and knowledge of clinical practices and training models related to dementia (e.g.: P.I.E.C.E.S. and U-First!)
- Demonstrated computer skills in Word, Outlook, Excel (word processing, spreadsheets, databases, desktop publishing), client database 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 prioritize workload and manage competing tasks
- Ability to work flexible working hours
- Ability to work both independently and collaboratively
- Ability to speak French or other languages an asset

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- Experience with documentation and working in an electronic record management system is an asset
- A Vulnerable Sector Police Record Check is required
- A class "G" driver's license and access to a vehicle on a daily basis

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 consent 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
- Complete documentation in AlayaCare
- Pro-actively manage incoming First Link referrals 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
- Support clients in navigating the system to access appropriate learning opportunities, support services, care and resources as identified in their individualized plan of service
- Complete wholistic assessment and establish appropriate intervention plans with internal and external resource matching to meet bio/psycho/social needs using a person/family-centered approach
- Identify needs related to care coordination across service providers and outline responsibilities of all parties
- Provide supports to clients and care partners as they transition through use of different parts of the health, social and residential care systems

Evaluations and Other Responsibilities:

- Participates 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

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- Collect, maintain and report required quantitative and qualitative data to support province-wide monitoring, evaluation, and reporting
- 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
- 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
- Provide support services to CEO, Director of Programs and Services, and other staff as required
- Other related duties as requested by the Director of Programs and Services and/or CEO

Immediate Supervisor:

- Manager of Community Clinical Services

Indirect Supervisors:

- Director of Programs and Services

Working Conditions:

Hybrid: in office (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. Some limited evening and weekend work 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

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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+.