

JOB POSTING

Intake Worker

Contract positions

Posting Date: Friday July 31, 2026

Closing Date: Monday August 17, 2026

Position title: Intake Worker

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?

About This Position:

Job Status: Hiring 2 positions,

- Full-time, 12-month Contract, 35 hours per week (new role)
- Full-time 3-year Contract, 35 hours per week (new role)

Location:

- 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.

Summary:

The Intake Worker is often 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.

Duties and Responsibilities:

- Support intake referral processing including those from family physicians, CSS Central intake, service provider agencies, self-referrals, and others;
- Create an electronic client file for each new referral
- Call clients to complete intake service and document appropriately in EMR
- Adhere to privacy policies and gain appropriate consents from clients;
- Provide appropriate resources to clients while they await next service ie. curated educational documents or external program information
- Connect with referring sources to gain clarity on referral information if required;
- Ensure individuals and care partners are provided with timely and appropriate referral programs offered at the Society;

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- Responsible for scheduling clients into internal team appointments and providing client information to internal 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;

Evaluation & Other:

- 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;
- 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;

Required Qualifications:

- Completed post-secondary education in Office Administration, Gerontology, Social Service Work, Social Work, related health care discipline or equivalent
- 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 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 work flexible working hours;
- Ability to work both independently and collaboratively;
- A Police Vulnerable Sector Check is required;

Preferred Qualifications:

- Experience in the non-profit health care sector.

Immediate Supervisor: Manager of Community Clinical Services

Indirect Supervisor: Director of Programs and Services

Direct Reports: None

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Working Conditions:

In office setting. Some 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 may be required, some limited, occasional, evening and weekend work 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

WHY US!

- Positive workplace culture
- A great team with meaningful goals and values
- Mentorship
- Employee assistance program
- Professional development opportunities
- Salary range: Grade 3 - \$46,365 - \$55,638 per year
- Generous paid vacation time, paid sick time, personal days and birthday off paid
- Office hours: Mon - Fri, 8:30 am to 4:30 pm
- Hybrid work, flexible work arrangement, 35-hour work week

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+.