

JOB POSTING

Manager of Community Clinical Services

Contract Position

Posting Date: Friday July 4, 2025

Closing Date: When filled

Position title: Manager of Community Clinical Services

Organization: Alzheimer Society Southwest Partners

Are you passionate about making a real difference in the lives of individuals living with Alzheimer's disease and other dementias and their care partners? Do you thrive in a dynamic, fast-paced environment where your leadership and clinical expertise can truly impact a community? Join us in this rewarding 18-month contract position as Manager of Community Clinical Services and lead a dedicated team that's committed to supporting those affected by dementia while building strong community partnerships. If you are ready to be part of an organization that values collaboration, innovation, and compassion, we want to hear from you!

What We Offer:

- Paid sick time
- Birthday off paid
- Generous vacation time
- Flexible work models
- Paid personal days
- Positive workplace culture

About This Position:

Immediate Supervisor: Director of Programs and Services

Direct Reports:

- Dementia Resource Consultants
- First Link Care Navigation
- Intake Coordinators

Job Status: Full-time, 12-month Contract (possibility to extend), 35 hours per week, occasional evening and weekend work required.

Location:

Within the region of Elgin, Middlesex and Oxford counties and remote from home. Travel throughout the region will be required.

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Presence at the Emergency Departments (ED) of London Health Sciences Centre – University Hospital (LHSC UH), St. Thomas Elgin General Hospital (STEGH), Tillsonburg District Memorial Hospital, Alexandra Hospital Ingersoll and Woodstock Hospital

Summary:

Leads the Dementia Resource Consultant, First Link Care Navigation and Intake teams. Works in collaboration with hospital Emergency Departments, Home and Community Care Support services staff and Centralized Intake.

Manager Responsibilities

Strategic Leadership and Planning

- Act as a member of leadership team, contributing to strategic and operational planning.
- Drives the activities related to annual plans, budgets, and quality improvement initiatives to support organizational goals.
- Foster growth, stability, and adaptability within the organization.

Team Development

- Lead, mentor, and support direct reports, ensuring effective recruitment, onboarding, performance management, and professional development.
- Promote a culture of communication, collaboration, and efficiency across departments.
- As a manager of the Society, is expected to participate in organization activities and events such as: annual general meeting, fund development, appreciation, social, and other events as required.
- Foster a positive organizational culture that reflects the organization's values.
- Actively participate in organizational committees such as Culture and Equity, Diversity, and Inclusion (EDI).

Operational Oversight and Compliance

- Ensure compliance with organizational policies, health and safety regulations, and relevant legislative requirements.
- Process time-off requests in a timely manner and ensure there is adequate coverage.
- Support the fund development mission by participating in and promoting organizational fundraising goals.
- Prepare and deliver reports as requested.
- Contribute to enterprise-wide processes, including risk management, performance evaluation and employee performance management.

Community and External Engagement

- Represents the Society professionally with all clients, volunteers, donors, staff, and partners, fostering strong relationships.

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- Develop and maintain external partnerships / relationships to foster collaboration and build community engagement and support.
- Supports advocacy for our clients and our cause.

Role-Specific Responsibilities

Clinical Support:

- Provides leadership to the Dementia Resource Consultant, FLCN and Intake teams.
- Guides development and/or enhancement and sustainability of clinical practice standards.
- Participate in the development, implementation and review of policies and procedures.
- Assists in overseeing client database and training for direct staff.
- Maintains awareness of new and innovative clinical approaches and programs that may fit with AlzSWP mission, vision, values, and services.

Programs, Projects and Reporting:

- Monitors on going metrics and takes action where metrics fall outside agreed to baselines.
- Evaluates opportunities to establish new programs, expand existing programs, and improve existing programs where need and gaps have been identified.
- Works with the Manager of Fund Development on active and incoming grants related to the Community Clinical Services Department.

Skills:

- Excellent planning and organizational abilities.
- Superior time management skills and the ability to meet deadlines.
- Creative problem solving.
- Results orientated and focused.
- Highly analytical and detail oriented.
- Excellent interpersonal and communication skills (verbal, written, presentations).
- Computer literacy, proficiency in Microsoft 365 suite, databases specific to portfolio.
- Comfortable conducting and participating in online virtual meetings and presentations (ex. ZOOM, TEAMS).
- Ability to plan, coordinate and evaluate systems.

Required Experience and Qualifications:

- A degree, diploma and/or equivalent experience in a relevant field.
- 3 plus years of relevant work experience.
- Ability to lead, support and evaluate a team.
- Knowledge of current legislation and best practices related to portfolio.

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- Demonstrated ability to develop strong, authentic and sustainable relationships with colleagues.
- Knowledge and experience working with people living with dementia and care partners.
- Able to work within an environment that requires a high degree of professionalism, confidentiality and discretion.
- Ability to work a flexible schedule within regular working hours.
- Valid driver's license and access to own vehicle.
- Vulnerable sector police record check.

Preferred Qualifications:

- Experience in the non-profit and health care sector.
- Leadership experience.
- Recruitment and selection experience.
- Registration with a regulated college.
- Knowledge and understanding of community resources and services.

Working Conditions:

- Hybrid work: office setting, hospital setting and some work from home.
- Virtual work; may have extended periods of screen time.
- Manual dexterity required to use desktop computer and peripherals.
- Occasional lifting / carrying up to 25lbs.
- Reaching, bending, walking, sitting, and standing.
- Freedom of movement throughout the day.
- Travel required throughout the region.

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

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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 (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+.