

Soci t  Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

POSITION POSTING

Position Title: **Intake Coordinator – Halton**

Full-time, Permanent (35 hours per week)

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton (ASBHNHH) is looking for an Intake Coordinator. Under the direction of the Team Lead, First Contact, this position serves as the initial point of contact and information for all potential clients of the ASBHNHH.

The Alzheimer Society is an equal opportunity employer and is dedicated to building a workforce that reflects the diversity of our communities in which we serve. We respect the diversity in our community that includes, but is not limited to, race, ethnicity, national origin, gender identity, gender expression, sexual orientation, age, ability, socio-economic status, class, neurodiversity, and religion.

This role is located at our Burlington Office. Office hours are Monday to Friday from 8:30 am to 4:30 pm, but occasional evening and weekend work may be required. The hourly range for this position is \$22.58 to \$28.23 based on 1820 hours annually (35 hours per week).

Tasks:

- Speaks with clients on the phone or in person (walk-in), acting as an initial point of contact and information for potential clients.
- Screens potential clients based on standard criteria via telephone, fax and in-person contact.
- Explores in a sensitive manner the nature of the request for service (i.e. presenting problem, request for service, precipitating factors).
- Prioritizes cases according to the needs of the client and matches clients with the appropriate program as required.
- Schedules appointments as required.
- Registers clients for social groups and educational programs, and maintains, updates and monitors current client waiting lists.
- Provides families with relevant information for other community agencies and programs if they are not appropriate for the organization, or if they require additional community services, ex. legal counsel or financial planning.
- Liaises with other community agencies to facilitate referrals and coordinate client services as required.
- Enters data into client database, recording demographic information and other client case history and performs statistical reporting as required.
- Takes an active role in promoting and protecting personal health and safety and the health and safety of others, both staff and consumers. [Sec. 28(2) OHSA]

The above tasks are representative but not all-inclusive.

Specialized Knowledge and Skill Requirements:

- Must have experience working with persons living with Dementia along with an in-depth knowledge of Alzheimer's disease and related dementias.
- Must have experience performing screening and triaging.
- Excellent oral and written communication skills.
- Ability to work independently in a professional, self-directed, and collaborative manner.
- Ability to use discretion, sound judgement and tact in handling sensitive/confidential information and situations.
- Proficiency with Microsoft Office Suite applications and databases.
- Knowledge of local community support services.
- Must have a valid driver's license and access to a reliable vehicle.
- Must have regular access to a mobile phone capable of downloading the Microsoft Authenticator app to support two-factor authentication for IT security purposes
- Clear criminal reference check for the vulnerable sector
- Ability to speak a second language is an asset

All employees are expected to abide by the ASBHNHH Code of Conduct.

Educational Requirements:

- A university/college degree in social sciences or a related field, or comparable education, along with knowledge and understanding of community resources and services

Benefits and Working Conditions:

- 35-hour work week
- Three weeks paid vacation to start (+2 additional float days)
- Excellent Group Benefits package
- Generous paid sick time after 3 months
- Competitive Group RRSP after 1 year
- Employee Assistance Program
- Collaborative and supportive team environment

We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA and encourage applications from people with disabilities. Accommodations are available on request.

Interested candidates are asked to submit a cover letter and resume to HR@alzda.ca by April 20, 2025.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.