

Société Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Job Posting

Title: Intake Coordinator, Halton

Full Time, Permanent

Hours: 35/week (1820 hrs/year)

Rate of pay: \$26 - \$27.50/hour

Location: Burlington

Start Date: ASAP

About us: The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton (ASBHNHH) is the local community agency dedicated to supporting families living with dementia. Visit us at <https://alzda.ca>.

The Alzheimer Society values work-life balance. We are an equal opportunity employer and are dedicated to building a workforce that reflects the diversity of our communities in which we live and serve. We respect, honour, and celebrate the diversity in our community.

Position Summary: Under the direction of the Manager, First Contact and Partnerships, this position serves as the initial point of contact and information for all potential clients of the ASBHNHH.

Primary Responsibilities:

- 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.

Requirements:

- University or college degree in social sciences or a related field, along with knowledge and understanding of community resources and services

- 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.
- Knowledge of local community support services.
- Proficiency with Microsoft Office Suite applications and databases.
- 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
- A valid vulnerable sector police check issued within 3 months of the hiring date.
- Ability to speak a second language is an asset

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

Benefits and Working Conditions:

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

How to apply: Interested candidates are asked to submit a cover letter and resume to HR@alzda.ca by 11:59pm on December 12, 2025.

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 for candidates taking part in all aspects of the selection process.

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