

Soci t  Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Job Posting

Title: First Link Care Navigator

Full Time, Permanent

Hours: 35/week

Rate of pay: \$31 - \$33 / hour.

Location: Hamilton

Start Date: ASAP

About us: The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton (ASBHNNH) 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 Manger, First Contact and Partnerships, this position will coordinate and integrate supports and services for persons living with dementia (PLWDs) and their care partners. The position serves as a key “go-to” point of contact for families and is responsible for identifying needs, supporting self-management goals, and strengthening the communication and care planning linkages between providers across sectors along the continuum of care. The First Link Care Navigator ensures PLWDs, and their care partners, have timely access to information, learning opportunities and support.

Office hours are Mondays to Fridays from 8:30am to 4:30pm although occasional evening and weekend work may be required. This position involves extensive travel throughout the greater Hamilton area and is currently vacant in our organization.

Primary Responsibilities:

- Conducts relevant assessments with and meets with PLWD and care partners
- Supports clients in navigating the system to access support services, care, and resources.
- Establishes appropriate intervention plans while identifying current and future needs, goals, and level of risk
- Facilitates care conferences with clients and service providers.
- Provides follow-up to ensure ongoing collaboration between clients and services providers
- Develops strategies to address and overcome barriers in effective coordination/integration of supports and services.
- Promotes awareness of First Link to health professionals, service providers, and other stakeholders.
- Ensures that client files are confidential, accurate and up to date, including careful documentation of client contacts, in accordance with privacy legislation, professional standards and internal policies.
- Collects, maintains, and reports on required quantitative and qualitative data to support provincial monitoring, evaluation and reporting initiatives.
- Complies with legislation, professional standards, regulations, and internal policies with respect to client consent, privacy, and confidentiality.

All employees are expected to abide by the ASBHNNH Code of Conduct

Requirements:

- Degree or diploma in social work, gerontology, or other health related field
- Must be a member, in good standing, of a professional college
- Must have in-depth knowledge and understanding of Alzheimer's disease and other dementias
- Demonstrated experience working with PLWD and care partners
- Demonstrated experience in assessment, care planning and care coordination.
- Knowledge of clinical practices and training models in the field of dementia (e.g., P.I.E.C.E.S. and U-First!)
- Understanding of the role and linkages between primary care, community care and specialized geriatric providers.
- Knowledge of client-centered philosophy
- Ability to use discretion, sound judgment and tact in handling sensitive/confidential information and situations.
- Excellent communication, interpersonal, and presentation skills
- Ability to build collaborative relationships with professionals from a variety of disciplines.
- Proficiency with Microsoft Office Suite applications and databases
- Vulnerable sector police check issued within 3 months of the hiring date
- Must have regular access to a mobile phone capable of downloading the Microsoft Authenticator app to support two-factor authentication for IT security purposes
- Valid driver's license and regular access to a reliable vehicle
- Ability to speak a second language is an asset.

Benefits and Working Conditions:

- 35-hour work week
- Hybrid work model
- 3 weeks paid vacation to start (+2 additional float days)
- Generous paid sick time after three months
- Excellent benefits package
- Competitive Group RRSP
- 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 May 28, 2026.

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.