

Société Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Job Posting

Intake Coordinator

Full-Time, Permanent

Hours: 35 hours/week (1,820 hours/year)

Rate of Pay: \$26.50 - \$28.00/hour

Location: Brantford

Start Date: As soon as possible

Make a Difference from the Very First Conversation

Are you a compassionate, organized professional who knows how to listen, assess needs, and connect people with the right support?

As an **Intake Coordinator**, you will often be the first point of contact for individuals and families reaching out to the Alzheimer Society. Your ability to listen with empathy, ask thoughtful questions, and guide people toward appropriate services can make a meaningful difference at a time when families may feel overwhelmed or uncertain about where to turn.

If you are passionate about supporting people living with dementia and their families, and you enjoy a role that combines client interaction, assessment, problem-solving, community resources, and collaboration, we would love to hear from you.

About Us

The Alzheimer Society Brant, Haldimand Norfolk, Hamilton Halton (ASBHNHH) is the local community agency dedicated to supporting people living with dementia, their care partners, and families. Through education, counselling, recreation, support groups, volunteer programs, and community partnerships, we work to improve quality of life and build dementia-friendly communities.

We value work-life balance and are committed to creating a supportive, inclusive, and collaborative workplace where employees are empowered to grow, contribute, and make a meaningful difference every day.

The Opportunity

Reporting to the Manager, First Contact and Partnerships, the Intake Coordinator provides a welcoming and responsive first point of contact for individuals and families seeking support.

Office hours are Monday to Friday from 8:30 a.m. to 4:30 p.m.; however, occasional evening and weekend work is required. The role is based in office four (4) days per week. This is a vacant position in our organization.

What You will Do

- Connect with clients by telephone and in person, creating a welcoming and supportive first experience.
- Listen carefully to understand the nature of each request and the needs of the individual or family.
- Screen and assess potential clients using established criteria.
- Prioritize needs and connect clients with the most appropriate Alzheimer Society programs and services.
- Schedule appointments and register clients for social, educational, and support programs.
- Maintain and monitor client waiting lists and ensure information remains current.
- Provide information and referrals to other community organizations and services when additional or alternative supports are needed.
- Build and maintain relationships with community agencies to support effective referrals and coordinated services.
- Maintain accurate client records and enter relevant information into the client database.
- Support statistical reporting and other information requirements.
- Contribute to a safe, respectful, and positive environment for clients, families, volunteers, and colleagues.

The above responsibilities are representative and not all-inclusive.

What You Bring

We are looking for someone who combines compassion with sound judgement, strong communication skills, and the ability to work independently:

- A university or college degree in social sciences or a related field.
- Experience working with persons living with dementia and strong knowledge of Alzheimer's disease and related dementias.
- Experience with screening, assessment, and triaging.
- Excellent verbal and written communication skills.
- The ability to work independently, take initiative, and contribute effectively as part of a collaborative team.
- Strong discretion, judgement, and tact when working with sensitive and confidential information.
- Knowledge of local community resources and support services.
- Proficiency with Microsoft Office and databases.
- A valid driver's license and access to a reliable vehicle.

- Regular access to a mobile phone capable of downloading the Microsoft Authenticator app for two-factor authentication.
- A valid Vulnerable Sector Police Check issued within three months of the hiring date.
- Ability to speak a second language is considered an asset.

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

Why Join Us?

At the ASBHNHH, our employees and volunteers work together to make a meaningful difference in the lives of people living with dementia and their care partners. We are committed to creating a workplace where collaboration, compassion, respect, accountability, and continuous learning are valued every day.

In addition to meaningful work, we offer:

- 35-hour work week
- Three (3) weeks of paid vacation to start, plus two float days
- Generous paid sick time after three (3) months
- Comprehensive group benefits package
- Competitive Group RRSP
- Employee Assistance Program
- Professional development opportunities
- A collaborative, supportive, and mission-driven team environment

How to Apply

Please submit your cover letter and resume to HR@alzda.ca by 11:59 p.m. on September 3, 2026.

Accessibility and Equity

The ASBHNHH is committed to fostering an inclusive, diverse, equitable, and accessible workplace where everyone feels valued and respected. We welcome applications from individuals of all backgrounds, experiences, and abilities.

We are committed to providing accommodations throughout the recruitment, selection, and employment process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodation at any stage of the hiring process, please let us know, and we will work with you to meet your needs.

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