

# Job Posting

## Alzheimer Society of Toronto

**The Alzheimer Society's** vision is a world without Alzheimer's disease and other dementias. Our mission is to alleviate the personal and social consequences of Alzheimer's disease and related dementias and to promote research.

### OUR VALUES

Collaboration Accountability Respect Excellence

The Alzheimer Society is an equal opportunity employer and we are dedicated to building a workforce that reflects the diversity of our communities in which we live and serve. We are also 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

### Intake Coordinator

**Reports to:** Manager of First Link Programs

**Supervises:** N/A

### Job Summary

Reporting to the Manager of First Link Programs the Intake Coordinator will be responsible for managing and processing all referrals coming from the community (including health care professionals and self-referrals), entering client information in the system, ensuring all documentation is completed, triaging client needs, recommending applicable programs and completing referral to ensure timely delivery of client services.

### Essential Duties and Responsibilities

#### Administrative:

- Collect relevant intake information from referral sources
- Monitor and keep files up-to-date
- Liaison with community agencies/private practitioners
- Complete intake screening, referral forms and other documentation
- Enter data into the electronic database (TREAT) and do statistical reporting
- Participate in agency functions, as required
- Collaborate with agency staff and community referral sources
- Develop, implement and evaluate counseling procedures and policies
- Provide written documentation on clients (internal and external)
- Collect appropriate client statistics
- Maintain intake calendar for all counseling and program staff
- Act as a resource to those in the community on dementia related resources
- Schedule and reschedule appointments, as required

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## **Counseling:**

- Perform assessment and screening with all clients
- Explore in a sensitive manner the nature of the request for service, e.g. presenting problem, request for service, precipitating factors
- Identify issues that are not appropriate for AST services and make referrals to other programs/agencies for service
- Maintain an inventory of internal and external resources
- Participate in clinical and program team meetings
- Speak with clients on the phone or in person (as the walk-in) and match clients with the appropriate counselor
- Work as a member of the community stakeholder team to the benefit of the clients and the program
- Provide one-on-one triage counseling to clients appropriate to their individual needs
- Coordinate participant programs by working with other staff to assess, design and implement individual program plans
- Assess participants' barriers to service, develop strategies to reduce these barriers, monitor and evaluate results
- Monitor client program attendance
- Provide support to clients and advocate on their behalf;
- Provide input into staff meetings
- Maintain the required standards of confidentiality at all times

## **Job Qualifications**

### **Education:**

- University degree in social sciences or related field or equivalent education/experience

### **Experience:**

- 1-2 years of experience of human service work is an asset
- Experience performing assessments
- Previous experience in an intake or triaging position
- Previous customer service experience is essential
- Experience in working with Alzheimer's disease or other dementias an asset

### **Other Knowledge, Skills, Abilities or Certifications:**

- Strong Communication skills (verbal and written)
- High level of interpersonal skills
- Exceptional customer service delivery skills
- Strong proficiently use Microsoft Office (Word, Excel, PowerPoint)
- Must be proficient in computer skills including database management skills
- Demonstrated ability to work with a team
- Excellent attention to detail and accuracy
- Strong organizational and time management skills
- Creativity, resourcefulness and ability to take initiative
- Ability to adhere to established policies, guidelines and instructions
- Interviewing skills an asset
- Fluency in French or another language is an asset
- Knowledge of individualized programming (e.g. needs assessments, implementation strategies and evaluation techniques)

# Job Posting

To apply, please submit your resume and cover letter to: [resumes@alzheimerssc.org](mailto:resumes@alzheimerssc.org)  
Please include the 'Job Title' in the subject line.

**Closing Date: January 21, 2021**

We thank all who apply, but only those selected for an interview will be contacted.