

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: First Link and Social Work Manager

Supervises: N/A

Job Summary

Reporting to the First Link and Social Work Manager, the Intake Coordinator will be responsible for managing and processing all referrals coming from the community (including health care professionals and self-referrals), enter client information in the system, ensure all documentation is completed, triage client needs, recommend applicable programs and complete 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 justice partners and 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 participants (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 Provide one-on-one counseling to participants appropriate to their individual needs
- 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
- An equivalent combination of education and experience will also be considered

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
- Ability to speak languages other than English is an asset
- Knowledge of individualized programming (e.g. needs assessments, implementation strategies and evaluation techniques)

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Commitment to Equitable Recruitment

The Alzheimer Society recognizes the value and dignity of each individual and ensures everyone has genuine, open, and unhindered access to employment opportunities, free from any barriers, systemic or otherwise. We are dedicated to building a diverse and inclusive work environment, where the rights of all individuals and groups are protected and all members feel safe, respected, empowered, and valued for their contributions.

Our values include **justice** and **connection** and are the guideposts we use for decision-making of all kinds. We believe that this will guide the organization toward a place of inclusion for all - where equity and access to essential supports and services becomes the reality.

We are committed to inclusive, barrier-free recruitment and selection processes in accordance with the Human Rights Code and AODA. The Alzheimer Society welcomes those who have demonstrated a commitment to upholding the values of equity and social justice and we encourage applications from First Nations, Inuit and Métis, Indigenous Peoples of North America, Black and persons of colour, persons with disabilities, people living with dementia, care partners and those who identify as LGBTQ2S+.

COVID-19 Vaccination

The Society requires that you be fully vaccinated for COVID-19, subject to any accommodation obligations you may have under human rights legislation.

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

Please submit your resume and cover letter to: resumes@alzheimerssc.org

Please include the 'Job Title' in the subject line.

Closing Date: September 29, 2022