

# 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

### Intake Coordinator

The role of the Alzheimer Society of Toronto is to offer support, information, and education to people with dementia, their families, and their caregivers, to increase public awareness of dementia, to promote research, and to advocate for services that respect the dignity of the individual.

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.

### What You'll Be Doing:

#### 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

#### Counselling

- 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

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- 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

### Who You Are:

- University degree in social sciences or related field or equivalent education/experience
- An equivalent combination of education and experience will also be considered
- 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
- 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)

Don't meet every requirement? Studies have shown that women and people of colour are less likely to apply to jobs unless they meet all qualifications. If you are excited about the role, but your resume doesn't align perfectly with every qualification in the description, apply anyway. You may still be the right candidate for this or other roles.

### What We Offer

Work life balance is important to us here at the Alzheimer Society. That is why we offer our employees:

- A generous employer paid benefit plan
- Employee and Family Assistance Plan
- A Defined Contribution Pension Plan with up to 5% employer matching
- Personal days and equity floater days that can be used at any time
- Flexible working arrangements that include working from home and flexible hours
- Paid professional development opportunities

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## Hiring Range & Salary Range:

Hiring Zone: \$49,000 - \$54,000

## 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. Accommodations are available on request for candidates taking part in all aspects of the selection process, in accordance with the Human Rights Code and AODA.

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.

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 2SLGBTQIA+.

## How to Apply

We thank everyone for their expressed interest – and are truly appreciative of the time individuals put into applying – but with the limitations of time, only those selected for an interview will be contacted.

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: August 8, 2024.**

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