

### **Job Summary**

The *First Link Intake Coordinator* will be the first point of service to individuals seeking service and support from the Alzheimer's Society of Sudbury Manitoulin North Bay and Districts. The coordinator collaborates with other members of the service teams to provide client centered service to individuals with dementia/cognitive impairment and their care partners

### **Qualifications**

#### ***Education***

- Post secondary education in medical office administration or relevant discipline in health or social services

#### ***Experience***

- 2 to 3 years client service experience in the health and/or social service sectors
- Experience working directly with people living with Alzheimer's disease and/or related dementias (ADRD) and their care partners
- Experience performing screening and triaging is required
- Experience and knowledge in management of chronic and complex health conditions
- Experience working in settings requiring inter-professional collaboration

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

- Excellent communication (verbal and written) in both official languages
- Exceptional interpersonal skills, including shared decision-making and facilitation
- Ability to prioritize workload and manage competing tasks
- Knowledge of available community services/supports and clinical, social and residential care options
- Strong knowledge of person-centred philosophy
- Excellent problem-solving and change management skills
- Proficiency in technology (e.g., Microsoft Office Suite and case management and care coordination systems)
- Demonstrated ability to work independently and within a team
- Expertise and experience in cultural sensitivity and diversity
- Knowledge of clinical practices and training models related to dementia (e.g.: P.I.E.C.E.S. and U-First!)

### **Responsibilities**

- Speaks with clients on the phone or in person (walk in), acting as an initial point of contact and information for potential clients
- Screens potential clients based on standard criteria via telephone, fax and in-person contact
- Explores in a sensitive manner the nature of the request for service (i.e.. Presenting problem, request for service, precipitating factors) by completing intake documentation
- Prioritizes cases according to the needs of the client and matches clients with appropriate programs as required
- Schedules and reschedules appointments as required
- Provides families with relevant information for other community agencies and programs if they are not appropriate for the organization, or if they require additional community services.

### ***Monitoring/Evaluation***

- Enters data into client database, recording demographic information and other client case history
- Performs statistical reporting as required
- Liaises with other community agencies to facilitate referrals and coordinate client services as needed

### ***Service Delivery Standards and Quality Improvement***

- Maintain confidential, accurate and current client records, including complete and thorough documentation for each client contact, in compliance with relevant privacy legislation and internal policies
- Ensure that client consents, privacy, and confidentiality are maintained in compliance with legislation, professional standards/regulations and internal policies
- Maintain an advanced level of knowledge of Alzheimer's disease and other dementias, including clinical manifestations, behaviours, current care practices, treatment options, placement options, available community resources, and all relevant legislation
- Participate in knowledge transfer and exchange and collaborate with Alzheimer Societies across Ontario to support the delivery of best practices and ongoing quality improvement

### **Other Requirements**

- Must be able to provide a police vulnerable sector check.
- Flexible schedule; may be required to work some evenings and weekends.
- Must be able to provide a negative 2-step TB Test.

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**Interested candidates are asked to send their cover letter and resume at the following email address: [info@alzheimersudbury.ca](mailto:info@alzheimersudbury.ca) before 4:00pm on March 20<sup>th</sup>, 2020. Please ensure the job reference number is indicated on the subject line, the cover letter and resume.**

*The Alzheimer Society thanks all applicants. Only those selected for interviews will be contacted.  
The Alzheimer Society welcomes and encourages applications from people with disabilities.  
Accommodations are available on request for candidates taking part in all aspects  
of the selection process.*

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