



JOB POSTING

Position Title:	Lead, First Link Care Navigator
Location:	Thornhill/Aurora
Reports to:	Director, Programs & Client Services
Employment Type:	Full-Time
Vacancy Status:	New Position

The Alzheimer Society of York Region ("AS York") helps improve the quality of life for people diagnosed with Alzheimer's disease and related diseases. We provide supportive counselling and education opportunities for individuals and families living with dementia. AS York also provides respite to caregivers and social activities for persons diagnosed with cognitive impairment through our D.A.Y. Centers. A non-profit, community-based agency, AS York offers programs and works in partnership with several community organizations across the Region of York.

We are seeking an experienced, compassionate, and collaborative **Lead, First Link Care Navigator** to provide clinical leadership while delivering exceptional dementia care navigation services. This is an exciting opportunity for a skilled professional who is passionate about improving client outcomes, mentoring colleagues, and helping shape innovative dementia care across York Region.

Key Responsibilities

Clinical Leadership

- Provide day-to-day leadership, mentorship, coaching, and support to First Link Care Navigators.
- Serve as a clinical resource and subject matter expert in dementia care and care navigation.
- Support staff onboarding, orientation, professional development, and ongoing learning.
- Provide consultation on complex or high-risk client situations.
- Assist with workload planning, service prioritization, recruitment, and performance feedback.

Client Care & Navigation

- Manage a specialized caseload requiring advanced assessment, care planning, and coordination.
- Conduct comprehensive assessments and develop individualized service plans.
- Coordinate services, referrals, and community support for persons living with dementia and their care partners.
- Support clients in navigating health care and community support systems.
- Promote client-centred, evidence-informed care and self-management.

Community Collaboration

- Build and maintain collaborative relationships with physicians, Ontario Health Teams, hospitals, Behavioural Support Ontario, community support organizations, primary care providers, long-term care homes, retirement residences, and specialized geriatric services.
- Represent the organization on community committees, working groups, and collaborative initiatives.
- Support community education, outreach, and awareness activities.

Program Development & Quality Improvement

- Support implementation of provincial First Link standards and organizational best practices.
- Identify opportunities to improve client experience, service integration, and program effectiveness.
- Participate in quality improvement initiatives, program evaluation, policy development, and accreditation activities.
- Monitor program outcomes and contribute to reporting and performance measurement.

Professional Practice

- Maintain accurate and confidential client documentation.
- Ensure compliance with professional standards, privacy legislation, and organizational policies.
- Maintain current knowledge of dementia care, community resources, and emerging best practices.

Qualifications:

Education

- Degree in Social Work, Nursing, Gerontology, Health Sciences, Social Services, or a related discipline.
- Registration with a relevant professional regulatory body is considered an asset.
- Minimum five (5) years of experience in health care, community support services, or social services.
- At least three (3) years of experience supporting persons living with dementia and their care partners.

- Demonstrated experience in care navigation, assessment, care coordination, and service planning.
- Experience providing leadership, mentorship, coaching, or program coordination is preferred.
- Experience working within interdisciplinary and integrated care environments.

Knowledge & Skills

- Advanced knowledge of Alzheimer's disease and related dementias.
- Strong understanding of Ontario's health care and community support systems.
- Knowledge of Ontario Health Teams, Behavioural Support Ontario, specialized geriatric services, and dementia care pathways.
- Exceptional leadership, communication, coaching, and relationship-building skills.
- Strong critical thinking, problem-solving, and quality improvement abilities.
- Experience with program evaluation, data analysis, and reporting.
- Proficiency with Microsoft Office, client management systems, virtual platforms, and databases.
- Ability to work independently while thriving in a collaborative team environment.
- Valid Ontario driver's licence and access to a reliable vehicle.
- Current Vulnerable Sector Screening.
- CPR/First Aid certification is considered an asset.

Qualified applicants are invited to submit a **cover letter** and **resume**, by **August 21st, 2026**, to careers@alzheimer-york.com. **Please include, Lead, First Link Care Navigator, in the subject line.**

Transparency matters to us. While this role has a broader established salary band, the target hiring rate for this position is \$32.00 to \$34.00 per hour. Compensation is determined based on a variety of factors, including relevant experience, skills, knowledge, and applicable certifications, and reflects what we reasonably expect to offer for this hire based on current market data.

Applications will be reviewed as they are received and therefore early submission is encouraged. We thank all candidates for their interest, however, only candidates invited for an interview will be contacted.

AS York is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse population we serve. If you require accommodation in order to participate in the recruitment process, please contact us at 905- 726-3477. Accommodation will be provided in accordance with Ontario's Human Rights Code.