

JOB POSTING

POSTING DATE: January 13, 2012

POSITION: INTAKE COORDINATOR-CLIENT & VOLUNTEER PROGRAMS
(Contract end date: March 31, 2013 - 30 hrs. per week)

POSITION SUMMARY:

Reporting to the Manager of Client & Volunteer Programs or designate and serving residents of Windsor / Essex County as a vital member of a multi-disciplinary team, the key duties are to interview and gather all the information required to advise clients about services available to them in order to initiate In-Home Respite, Day Away and Volunteer Companionship services. Information gathered will also be used to create client files, and be used to initiate client care and activation plans. Responsible for performing the intake procedures for the department, expediting the assessment and paperwork process will ensure timely service is provided. While working collaboratively with a multi-disciplinary team, the Intake Coordinator will confirm all gathered information and utilize other resources to gather information about the client.

This position will also assist in quality assurance, file management, and departmental systems navigation activities. Additional duties also include various administrative functions. Attendance at Society fundraising and client-centred events is encouraged.

MINIMUM QUALIFICATIONS:

- Recognized Ontario Grade 12 diploma or equivalent as recognized by the Ontario Ministry of Education is minimum required qualification
- Post-secondary diploma in social sciences, medical office administration or related discipline is preferred, but appropriate combination of education & experience may be considered
- Minimum of 2 years' experience working with seniors and the cognitively impaired is preferred
- Current CPR and First Aid certification is preferred
- A current, valid driver's license with no restrictions and use of a reliable personal vehicle
- Professional designation in health/behavioural sciences field or registration with a governing college (RN, RPN, RSW, etc.) is preferred
- Training/experience in gerontology and dementia is required

KEY DUTIES:

- Process all internal referrals and assessments, related to the Day Away, Respite and Volunteer Companionship programs
- Interview all clients to advise about services needed and determines eligibility for services
- Travel to clients homes to complete interviews and assessment
- Occasional out of town travel may be required
- Respond to referrals with efficiency and appropriate urgency
- Expedite the paperwork processes for the department, including assembling client files
- Develop and maintain an electronic client file system
- Utilize the current data management system
- Advocate for clients, and report any intervention needs of clients and/or partners in care
- Forward inter-departmental referrals as required
- Inter-departmental communication
- Update client information files in a confidential manner
- Work with the program manager and volunteer coordinator in quality assurance of client care programs

- Assist in orientation and training and supervision of staff, student and volunteers as requested
- Chart and/or record client information and statistics related to direct client service
- Work closely with the Day Away Team Lead, and Client Programs Administrative Assistant in maintaining clients files
- Prepare/submit reports on a regular basis to the program manager
- Treat all clients, public, staff, volunteers and students with dignity, empathy and respect
- All other duties as required

HOURS OF WORK: Position is 30 hours per week, generally Monday to Friday, with some weekend and evenings until March 31, 2013.

SALARY: \$18.50/ hour. Excellent benefits package

CLOSING DATE: Monday, January 23, 2012
Priority for interviews will be given to all internal candidates

Applications to be marked "CONFIDENTIAL – Intake Coordinator- Client & Volunteer Programs" and must postmarked no later than **Monday, January 23, 2012**

Please address to:

John Dominato, Human Resources
Alzheimer Society of Windsor & Essex County
2135 Richmond Street
Windsor, ON N8Y 0A1