

Flourish with Carya

AICS Outreach Worker

Calgary is a complex city filled with incredible opportunities and dynamic challenges for those who call it home.

For over 110 years, Carya has worked diligently to meet the evolving needs of Calgarians by providing members of our community with the tools they need to be stronger, more connected, and more resilient.

Today we offer over 40 programs for individuals and families at all stages of life. From providing mental health support to fostering multi-generational wellness and strong families – Carya’s dedicated team of professionals plays an essential role in ensuring a vibrant and healthy future for all Calgarians.

About the Role

📍 Calgary, AB 💰 Salary: \$49,500 - \$60,500

🕒 Full-Time Temporary February 1, 2024 – January 31, 2025 (37.5 hrs / week)

The **Aging in Community Support (AICS) Outreach Worker** plays a crucial role in the delivery of programs and services by aiming to improve the integration of health and community-based services to Older Adults ages 55+ living in the City of Calgary. In partnership with The Way In Network and Carya, the AICS Outreach Worker’s primary role is to assist older adults in accessing services and resources to improve social inclusion, economic self-sufficiency for older adults and increase the ability for them to participate in the community.

AICS Outreach Workers support older adults in many ways, including assessing needs, making referrals to mental health and addiction supports, navigating resources and systems, and supporting participants to build connections in community. The focus of the program is on improving coordination of non-health related services that support healthy aging in community and enhancing the quality of life for older adults.

Who You Are

- A proactive self-starter who likes to get creative and support on diverse deliverables.
- An organized and critical thinker who can visualize organizational goals and progress towards them.
- A creative collaborator who values professional relationships, belonging, kindness and diverse perspectives.

What You’ll Do

- Compassionately navigate mental health and addiction complexities
- Develop and support the case plan to access and engage with supports in the community.
- Prioritize and complete short and long-range goals.
- Advocate for the needs of the participant within complex resource systems.
- Implement program initiatives and changes to ensure that service delivery is effective and service goals are achieved.
- Utilize social prescribing best practices to empower people to connect with community supports.
- Attend appointments, social engagements, and other social prescribed referrals with the participant throughout Calgary and the participant’s community.
- Complete in-home visits, in addition to visits occurring outside of the participant’s home, to support participants in performing the tasks required to stabilize needs and build resiliencies.
- Provide guidance and skills enhancement in completing forms for government benefits, such as pension applications, health care coverage, accessible transportation, and housing.
- Collaborate with health professionals and the participant’s care team in a variety of fields to assist participants in improving health, wellness, and recovery.
- Conduct presentations to health service providers (such as Mosaic Primary Care Network, hospitals, optometry, dental, pharmacies, etc.).
- Maintain accurate (and current) participant records and reporting as identified in program and agency policy.

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- Attend staff meetings and other meetings as required by supervisor.
- Attend agency team meetings, Aging in Community Supports Community of Practice and other events as required.
- Ensure compliance with all relevant policies and procedures in relation to health and safety, working alone, customer service, data protection and confidentiality.

This task list is not intended to be exhaustive, and other tasks may be identified from time to time as being required to ensure Carya's standards for case management are met.

What You Bring

- Bachelor's degree in social work or a related field is required.
- Experience in working with individuals 55 and above.
- Must be capable of responding appropriately to crisis situations in a professional and ethical manner.
- Possess the ability to operate with a social prescribing lens.
- Acute attention to detail with the ability to act with discretion and confidentiality is expected.
- Strong presentation and facilitation skills, along with robust communication and interpersonal skills are required.
- A positive attitude, coupled with the ability to balance a dedication to quality service with effective time management is essential.
- Exceptional team orientation and collaboration skills.
- Proficiency in Microsoft 365 (Word, Excel, SharePoint, Outlook, Teams).
- Excellent oral and written communication skills.
- Completion of Natural Supports Framework training is an asset.
- Certification with the Alberta Family Wellness Initiative's Core Brain Story.
- Ability to independently manage one's own schedule.
- The applicant must have access to a vehicle with a driving license in good standing.

Why Join Team Carya

When you join team Carya, you are joining over 100 passionate professionals who exemplify our values of *Respect, Kindness, Creativity, Collaboration, Belonging, Wellness*. Our employees are the heart of our organization and work collaboratively to meet the unique and evolving needs of over 40,000 Calgarians.

At Carya, we take care of our people and proudly provide our employees with:

- Exceptional work life balance including paid vacation time off, personal time off each month and office closures during the year.
- A supportive and flexible work environment that includes professional development opportunities.
- A focus on health and wellbeing including access to virtual mental and physical health supports, employer paid extended health benefits, dental benefits, an annual health spending account and Employer matched RRSP contributions.
- Recognition that peoples are a combination of many intersecting identities; we work to cultivate an environment that welcomes the whole person and harnesses the strength that is available in our diversity, creating a rich and inclusive workplace.

The **AICS Outreach Worker** will receive a comprehensive total compensation package including:

- Employer-paid premiums for extended health benefits and 50/50 share of dental premiums.
- Up to 7% RRSP matching.
- Annual Health Spending Account.
- Three (3) weeks paid vacation pro-rated to start date and eligible for use in the first year of employment.
- Monthly Personal Time Off (PTO) day.
- Paid office closure days between Christmas and New Year.
- Discretionary Day of Observation each year for use on a day that is of personal significance.
- Agency provided property as needed by the role.

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Closing Date

Until Suitable Candidate is Found

How to Apply

Please submit a single PDF containing your cover letter and resume with your name as the file name.

Email your file to HR@caryacalgary.ca with the job title in the subject line.

Applications submitted without a cover letter will not be considered.

We thank all those who expressed their interest, however only those selected for an interview will be contacted.

Equal Employment Opportunities, Requesting an Accommodations Statement, and other Employment Statements

Carya is deeply committed to building a workplace where inclusion is not only valued but prioritized. We are proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin, genetics, neurodiversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Carya is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request accommodation, please contact People & Culture by email at HR@caryacalgary.ca in advance of your interview.

The successful candidate must satisfactorily complete a Police Information Check with Vulnerable Sector Search.

Carya – Nurturing the Potential in Every Calgarian.