

Flourish with Carya

OASCOT 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

🕒 Full-Time (37.5 hrs / week)

💰 Salary: \$49,500 - \$60,500

The **Older Adult Crisis Stabilization Outreach Team (OASCOT) Outreach Worker** plays a crucial role in supporting Calgary's Crisis Response System by aiming to provide wrap around supports to Older Adults aged 55+ who have been identified with an elevated level of risk and requiring supports to reduce involvement with Calgary Police Service or mobile crisis teams. In partnership with Calgary Police Service, Alberta Health Services, and other community partners, the OASCOT Outreach Worker's primary role is to assist older adults in accessing services and resources to improve their circumstances, economic self-sufficiency and increase the ability for them to age well in the community.

OASCOT Outreach Workers support older adults in many ways, including assessing needs, making supported referrals to mental health and addiction supports, navigating resources and systems, and strengthening participant connections in the community. The focus of the program is to assist older adults in connecting to non-medical supports and other social determinants of health that contribute to well-being and healthy aging and to work collaboratively with other systems such as health and justice to reduce police involvement and/or mobile crisis responses.

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

- Perform advanced assessments in collaboration with the participant to determine participant needs, stabilization priorities and goals.
- Develop a comprehensive and client centered service plan and engage with a variety of supports in the community to achieve service goals.
- Prioritize and achieve short and longer-range goals with the participant.
- Advocate for the needs of the participant within complex resource systems
- Compassionately work with participants to navigate mental health and addiction complexities and connect to appropriate resources.
- Implement program initiatives and changes to ensure that service delivery is effective and program outcomes are achieved.
- With a focus on the social determinants of health, use a client centered approach and empower participants by connecting with community supports to meet their individual needs.
- Attend appointments and other activities with the participant throughout Calgary and the participant's community.
- Complete regular visits with the client in homes, community settings and/or transitional units to support participants in performing the tasks required to stabilize needs and build resiliencies.
- Provide required support to complete applications for income supports, housing and other benefits and follow-up as needed.
- Collaborate with other professionals including health, justice and community services that are part of the

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participant's care team to assist participants in improving health, wellness, and recovery.

- Conduct presentations as required to promote the program.
- Maintain accurate, and current, participant records and reporting as identified in program and agency guidelines, procedures, and policies.
- Attend weekly Action Table Calgary meetings and support assigned cases as identified.
- Complete evaluation activities related to participant activities including all forms and surveys and enter the data as per guidelines.
- Support program and funder reporting as assigned.
- Work collaboratively with project partners and represent Carya in a professional and competent manner.
- Participate in and complete all mandatory training and other professional development activities as assigned.
- Attend and participate in agency team meetings, communities 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 with working with individuals aged 55 and above
- Must be capable of responding appropriately to crisis situations in a professional and ethical manner.
- Sound knowledge and practice in supporting social determinants of health, client centered and trauma informed care.
- Strong attention to detail with the ability to act with discretion and confidentiality is expected.
- Effective 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 with a focus on SharePoint, Word, Teams, and Outlook; Case management software, such as Penelope.
- 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 reliable 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.

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The **OASCOT 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.

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.