

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

🕒 Full-Time (37.5 hrs / week)

💰 Salary: \$49,500 - \$60,500

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

- Provide efficient, collaborative, flexible, and client-centered services to participants, including needs assessment, supportive referrals, resource navigation, and community connections.
- Collaborate within a team environment and support case management activities with partner agencies.
- Communicate regularly with participants, partners, and natural supports, maintaining knowledge of available resources for older adults.
- Perform advanced assessments for individuals with vulnerable circumstances and complex needs.
- Develop a comprehensive, participant -centered service plan and engage community supports to achieve service goals.
- Prioritize and achieve short and long-range goals with participants.
- Advocate for participant needs within complex resource systems.
- Compassionately assist participants in navigating mental health complexities, and connections to appropriate resources.
- Provide guidance and enhance skills in completing forms for government benefits, such as pension applications, health care coverage, accessible transportation, and housing.
- Implement program initiatives and adapt as needed to change to ensure effective service delivery and to achieve program outcomes.
- Conduct regular visits with participants in various settings, including in homes.
- Collaborate with professionals from health, justice, and community services to improve participants' health, wellness, and recovery.
- Conduct presentations to promote the program as needed.
- Complete evaluation activities related to participant activities and enter data as per guidelines.

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- Be an ambassador of Carya when collaborating with stakeholders, participants, and the public.
- Participate in mandatory training and professional development activities.
- Document and maintain accurate and timely participant records.
- Analyze and solve problems, taking initiative to support project goals.
- Independently and efficiently manage time and caseload.
- Attend and participate in agency team meetings, communities of practice, and other required events.

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 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.
- Maintain a working knowledge of local resources available to assist older adults.
- Possess the ability to operate with a social prescribing lens.
- Strong attention to detail with the ability to act with discretion and confidentiality is expected.
- Effective presentation and facilitation skills, along with effective communication and interpersonal skills.
- A positive attitude, coupled with the ability to balance a dedication to quality service is essential.
- Exceptional team orientation and collaboration skills.
- Excellent oral and written communication skills.
- Completion of Natural Supports Framework training required.
- Certification with the Alberta Family Wellness Initiative's Core Brain Story.
- Proficiency in Microsoft 365 with a focus on SharePoint, Word, Teams, and Outlook.
- Proficiency, or at the very least, familiarity with case management software, such as Penelope or Jane.
- Ability to effectively manage and prioritize your emails and calendar.
- A vehicle is required for this role, with a valid driver's license and car insurance.

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.

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- 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.