

Flourish with Carya



Elder Abuse and Network Coordination Lead

ABOUT THE ROLE

Location: Bowmont Commons, 5000 Bowness Rd NW and Westwinds Calgary Police Service HQ

Full Time Regular: 37.5 hours per week **Salary:** \$54,400 - \$68,000

The **Elder Abuse and Network Coordination Lead** provides program leadership, staff support, and partnership coordination across Carya's Elder Abuse Response and Prevention programs and The Way In Network. This role supports high-quality, trauma-informed, and client-centered service delivery through staff guidance, practice supervision, case consultation, intake coordination, and consistent documentation and service standards.

Working closely with internal leaders, Calgary Police Service, funders, and community partners, this position strengthens collaboration, service integration, and system-level responses for older adults. The role is grounded in ethical, responsive, and accountable practice that improves access, service quality, and outcomes for older adults in community.

WHO YOU ARE

- You are a thoughtful and grounded leader who brings empathy, sound judgment, and ethical practice to complex and sensitive work.
- You are a collaborative relationship-builder who values shared learning, respectful communication, and strong partnerships across teams and systems.
- You are organized, reflective, and growth-oriented, with a commitment to high-quality service, accountability, and meaningful outcomes for older adults.

WHAT YOU WILL DO

Elder Abuse Response and Prevention Program Leadership

- Provide day-to-day leadership, supervision, case consultation, and practice support to the Elder Abuse Response Team and Elder Abuse Prevention Program.
- Oversee intake, case assignment, service planning, documentation, and escalation decisions to support safe, ethical, trauma-informed, and client-centered service delivery.
- Support staff with complex, sensitive, ethical, or high-risk situations, including direct participant support when required.
- Build and maintain strong working relationships with Calgary Police Service, including regular presence at Westwinds Police Station.
- Foster a collaborative, accountable, respectful, and psychologically safe team culture.
- Support staff development, coaching, and related personnel processes in consultation with the Manager and People & Culture.
- Ensure safe, ethical, and professional practice across office, police station, and community-based environments.

The Way In Network and Partnership Coordination

- Support the implementation of The Way In Network's annual work plan, strategic priorities, and shared initiatives.
- Coordinate Manager Table meetings, network meetings, stakeholder engagement, partner communications, documentation, follow-up, and action tracking.



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- Collaborate with network partners, consultants, subject matter experts, and community stakeholders to strengthen service quality, integration, access, and system-level improvements for older adults.
- Support shared network tools, documents, evaluation practices, reporting, and collective impact data coordination.
- Coordinate and support annual Outreach Worker training, including planning, logistics, facilitation, evaluation, and follow-up.
- Represent The Way In Network at community events, committees, stakeholder tables, and related initiatives.

Program Standards, Evaluation, and Records Management

- Support program development, implementation, evaluation, quality assurance, and continuous improvement.
- Maintain working knowledge of funding agreements, contracts, outcome measurement requirements, and logic models to support compliance and effectiveness.
- Oversee documentation, data collection, client records, outcome reporting, and funder requirements.
- Ensure staff follow agency, funder, legislative, privacy, professional, safety, and records management standards.
- Monitor service trends, barriers, risks, and emerging community needs to support planning and improvement.

WHAT YOU BRING

- **Bachelor's degree in social work, human services, psychology, community development, or a related discipline is required.** A master's degree in a related discipline is preferred.
- **Membership in good standing with a relevant regulatory body is required where applicable.**
- **Completion of the Alberta Family Wellness Initiative's Core Brain Story Certification is required or must be completed within an agreed-upon timeframe.**
- Minimum of five years' experience in community or human services, such as social work, older adult services, community outreach, case management, elder abuse response, family violence, or related service areas.
- Supervisory, team lead, or practice consultation experience is preferred, with demonstrated skills in staff support, case consultation, performance coaching, and performance management.
- Strong knowledge of social determinants of health, client-centered case management, trauma-informed care, risk assessment, safety planning, and community-based supports.
- Experience and passion for working with older adults is preferred.
- Demonstrated ability to manage complex, sensitive, or high-risk situations ethically and professionally, using sound judgment, discretion, and appropriate escalation.
- Proficiency with case management systems, data collection and analysis, outcome tracking, reporting, and Microsoft 365, including SharePoint, Teams, Outlook, Word, and Excel.
- Strong organizational skills, with the ability to manage multiple priorities, systems, timelines, meetings, communications, and follow-up actions effectively.
- Strong communication, presentation, and facilitation skills, with excellent attention to detail, discretion, and confidentiality.
- Highly collaborative and relationship-oriented, with the ability to work effectively with internal teams, external partners, funders, police partners, and community stakeholders.
- A valid driver's licence, access to a reliable vehicle, and appropriate vehicle insurance are required.

WHY JOIN TEAM CARYA

Be part of a community of over 100 passionate professionals who live our values of Respect, Kindness, Creativity, Collaboration, Belonging, and Wellness. Together, we make a difference in the lives of more than 40,000 Calgarians every year.



800-1000 7 Avenue S.W., Calgary, AB, T2P 5L5
CaryaCalgary.ca

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At Carya, we offer:

- **Exceptional work–life balance.** We empower our team to thrive by valuing rest and renewal. Enjoy ample time off, including three (3) weeks paid vacation pro-rated to start date, personal days, and office closure days, so you can bring your best self to work and beyond.
- **Comprehensive benefits.** We invest in your wellbeing and future. You have the opportunity to enrol in employer-paid extended health coverage, including an annual health spending account, after three (3) months, as well as co-pay dental and an RRSP matching program after six (6) months. This support helps employees stay healthy, focused, and confident.
- **Flexibility and support.** We prioritize the growth and development of our team. Our collaborative environment encourages learning, skill-building, and taking initiative, empowering you to make a meaningful impact every day.
- **A culture of belonging.** We value your unique strengths and perspectives. By celebrating diversity and fostering inclusion, we create a workplace where everyone can contribute fully and feel empowered to succeed.

CLOSING DATE

Until a suitable candidate is found.

HOW TO APPLY

Please apply through our online recruitment platform at www.caryacalgary.ca.

Create an account to upload your resume and cover letter (PDF preferred). Please note that applications submitted without a cover letter will not be considered. We appreciate all expressions of interest, however only candidates selected for an interview will be contacted.

Equal Employment Opportunities, Requesting an Accommodation, 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, colour, 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 an accommodation, please contact People & Culture by email at HR@caryacalgary.ca in advance of your interview.

The successful candidate must satisfactorily complete an Enhanced Security Clearance with the Calgary Police Service.

