

Flourish with Carya



Intake & Assessment Counsellor

ABOUT THE ROLE

Location: Central Commons, 800-1000 7 Ave SW

Full Time Temporary: 37.5 hours per week until April 30, 2027

Salary: \$60,000 - \$77,000

As a member of the Counselling Services Department on the **Older Adult and Family Counselling** team, you will provide client-directed support to individuals, couples, and families that include a family member aged 55 or older, delivering services within the context of their community.

WHO YOU ARE

- You bring warmth and professionalism to your work, creating a safe and respectful first point of contact for older adults and families.
- You are a thoughtful and ethical practitioner who balances responsiveness with good judgment, ensuring assessments and referrals are handled with care and attention to detail.
- You value collaboration and teamwork, working alongside colleagues and community partners to ensure participants receive coordinated and meaningful support.

WHAT YOU WILL DO

Counselling & Service Delivery

- Serve as the first point of contact for older adults accessing intake services, assessing needs and eligibility for supports within and outside of Carya.
- Provide brief, client-centered, strength-based counselling (1–3 sessions) to individuals, couples, and families with a member aged 55+, delivered in community, virtually, and onsite.
- Manage cases from assessment through intervention, documentation, referral, and closure, maintaining ethical standards and best practices.
- Collaborate in supervision and with internal and external partners, ensuring service delivery aligns with agency policies, funder requirements, and community needs.

Participant Intake, Access & Service Coordination

- Respond to service requests within two business days, gathering information, assessing eligibility, and connecting participants to appropriate services or referrals.
- Apply consistent eligibility and prioritization procedures to support fair and timely access.
- Maintain accurate waitlists and communicate regularly with participants and staff regarding service status.
- Provide crisis response resources in accordance with established policies and procedures.

Data, Quality Assurance & Team Collaboration

- Collect and compile monthly intake data to support utilization tracking and outcome analysis.
- Participate in team meetings, contributing insights to support coordinated planning and continuous improvement.
- Support quality assurance processes, including participation in quarterly file audits.

Community Collaboration & Information Sharing

- Collaborate with internal teams and community partners to ensure coordinated, holistic participant care.
- Share information about agency programs and services through interagency meetings and community networks.



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WHAT YOU BRING

- A master's degree (MSW, MA, M.Ed., MSc, MC) in psychology, social work or a related discipline.
- Membership in good standing with a regulatory body.
- Completion of Alberta Family Wellness Initiative's Core Brain Story.
- Training and experience in strength-based approaches, as well as previous experience working with older adults in a counselling environment
- Previous clinical assessment or intake experience is an asset.
- Experience or training in single session, solution focused therapy and case management is an asset.
- Skillful use of therapeutic modalities and clinical supervision, as well as the ability to collaborate with other professionals to enhance natural and professional supports is essential.
- 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 the Natural Supports Framework is an asset.
- 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 Jane.
- Ability to effectively manage and prioritize your emails and calendar.
- Valid driver's license, vehicle, and 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.

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.



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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 a Police Information Check (with Vulnerable Sector Search) and Child Intervention Record Check. Carya will provide a digital voucher for the successful candidate within city limits or reimburse the cost for those living outside city limits.

