

Flourish with Carya



Outreach Worker

ABOUT THE ROLE

Locations: Village Commons, 610 8 Avenue SE and Bowmont Commons, 5000 Bowness Rd NW, Calgary

Full Time Regular: 37.5 hours per week

Salary: \$49,500 - \$62,500

The Outreach Worker supports older adults and their families across Calgary to access resources, strengthen social inclusion, and participate more fully in their communities. Working collaboratively with participants, families, Carya colleagues, and **The Way In Network** partners, this role provides assessment, service planning, resource navigation, advocacy, and community-based support.

WHO YOU ARE

- You are an empathetic and respectful professional who centres participant autonomy, dignity, and lived experience.
- You are an ethical and collaborative team member who builds trusting relationships with older adults, families, colleagues, and community partners.
- You are adaptable and growth-oriented, using sound judgment, curiosity, and initiative to respond to changing and complex needs.

WHAT YOU WILL DO

Participant Assessment, Planning, and Support

- Provide participant-centred outreach, including needs assessments, service planning, resource navigation, supported referrals, advocacy, and community connection.
- Work collaboratively with older adults to identify goals and develop service plans that reflect their needs, strengths, and priorities.
- Support participants experiencing complex mental-health, social, financial, housing, health, or service-access challenges.
- Meet with participants in their homes and other community settings and connect them with appropriate resources and services.

Collaboration, Program Delivery, and Community Engagement

- Collaborate with Carya colleagues, The Way In Network partners, families, natural supports, and community service providers to support coordinated care.
- Maintain current knowledge of resources, benefits, and services available to older adults.
- Contribute to program initiatives, service improvements, and the achievement of participant and program outcomes.
- Deliver presentations, participate in training and team activities, and represent Carya professionally in the community.

Caseload, Documentation, and Quality

- Independently manage a varied caseload, including appointments, follow-up, service-plan activities, and competing priorities.
- Maintain accurate, timely, objective, and confidential participant records.
- Complete required data entry, evaluation, and program-reporting activities.



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- Use sound judgment, initiative, and problem-solving skills to respond to service-delivery challenges and complex situations.

This list is not exhaustive. Other related duties may be assigned to support effective service delivery and Carya's case-management standards.

WHAT YOU BRING

- **Bachelor's degree in social work or a related field is required.**
- Minimum of 2–3 years of relevant experience in community outreach, case management, social services, older-adult services, or a related field.
- Experience working with older adults aged 65+ is strongly preferred.
- Demonstrated experience conducting needs assessments, developing participant-centred service plans, and supporting participants to access appropriate resources and services.
- Knowledge of social determinants of health, trauma-informed practice, strengths-based practice, and community-based support.
- Experience supporting individuals with complex social, emotional, financial, health, housing, or service-access needs.
- Sound judgment in responding to urgent or complex situations, including recognizing when consultation, escalation, or specialized support is required.
- Strong understanding of participant autonomy, confidentiality, professional boundaries, and ethical practice.
- Demonstrated cultural humility and the ability to work respectfully with people from diverse backgrounds and lived experiences.
- Strong collaboration, organization, time-management, communication, presentation, facilitation, and problem-solving skills.
- Ability to independently manage a caseload, documentation, follow-up, and competing priorities with initiative, adaptability, and attention to detail.
- Proficiency with Microsoft 365 and familiarity with electronic case-management or participant-record systems. Experience with Jane or a comparable platform is an asset.
- Knowledge of Calgary-based resources and services for older adults is an asset.
- Valid driver's licence, access to a reliable vehicle, and appropriate 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



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

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

