

Flourish with Carya



Outreach Worker

ABOUT THE ROLE

Location: Bowmont Commons, 5000 Bowness Rd NW and Village Commons, 610 8 Ave SE

Full Time Regular: 37.5 hours per week

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

The **OASCOT Outreach Worker** supports adults aged 55 and older who are at elevated risk by providing assessment, service planning, advocacy, referrals, system navigation, and community connection. Working alongside participants, families, and community partners, the role helps stabilize circumstances, strengthen access to health, housing, income, and social supports, and reduce future crisis involvement.

WHO YOU ARE

- You are an empathetic and respectful professional who centres participant autonomy, dignity, strengths, 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 effectively to complex and changing needs.

WHAT YOU WILL DO

Participant Assessment, Planning, and Support

- Provide participant-centred outreach, including assessment, service planning, referrals, advocacy, system navigation, and community connection.
- Support adults aged 55 and older experiencing elevated risk, homelessness, mental-health or addiction challenges, or other complex needs.
- Work with participants and their support networks to develop goals and service plans that promote stability, recovery, and healthy aging.
- Connect participants with appropriate health, housing, income, addiction, mental-health, and community resources.
- Conduct regular visits in participants' homes and community settings.

Collaboration, Program Delivery, and Community Engagement

- Collaborate with Carya colleagues and health, justice, and community partners to provide coordinated case management and support participant well-being.
- Participate in Action Table Calgary and provide case-management services as assigned.
- Maintain strong communication with participants, families, service providers, and community partners.
- Stay informed about services and resources available to older adults.
- Participate in program initiatives, meetings, training, professional development, and community presentations.

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.



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- Complete required data entry, evaluation, and program-reporting activities.
- 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.**
- **Certification in the Alberta Family Wellness Initiative's Core Brain Story.**
- Minimum of 2–3 years of relevant experience in community outreach, case management, social services, older-adult services, or a related field, including experience supporting adults aged 55 and older who may be experiencing homelessness, mental-health or addiction challenges, or other complex needs.
- 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 participant-centred community support.
- Sound judgment in responding to urgent, complex, or crisis situations, including recognizing when consultation, escalation, or specialized support is required.
- Strong understanding of participant autonomy, confidentiality, professional boundaries, ethical practice, and the appropriate handling of sensitive information.
- Demonstrated cultural humility and the ability to work respectfully with people from diverse backgrounds and lived experiences.
- Strong collaboration and communication skills, with experience working with families, natural supports, community agencies, and multidisciplinary service providers, including professionals from health and justice systems.
- Strong organization and time-management skills, including the ability to independently manage a caseload, documentation, follow-up, and competing priorities.
- Demonstrated problem-solving skills, initiative, adaptability, attention to detail, and commitment to quality service.
- Proficiency with Microsoft 365 and familiarity with electronic case-management or participant-record systems such as Jane.
- 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



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CaryaCalgary.ca

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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 a Police Information Check with Vulnerable Sector Search (PICVSS).

