

Flourish with Carya



Coordinator

ABOUT THE ROLE

Location: Central Commons, 800-1000 7 Ave SW, Calgary

Full Time Regular: 37.5 hours per week

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

Carya's **Home Routes Program**, developed in partnership with Astra Living, supports participants in navigating pathways to affordable housing through trauma-informed, person-centred support. The Home Routes Coordinator helps participants overcome barriers, access housing resources and wraparound supports, and contributes to responsive community programming that promotes stability, well-being, and connection.

WHO YOU ARE

- You build respectful, trusting relationships and approach people with empathy, patience, and care.
- You are organized, reliable, and comfortable working both independently and with partners and colleagues.
- You are open to learning, flexible in your approach, and committed to supporting people in a fair, inclusive, and person-centred way.

WHAT YOU WILL DO

Participant Housing Navigation and Support

- Build trusting, respectful relationships with participants and understand their housing goals, strengths, circumstances, and support needs.
- Complete person-centred assessments to identify eligibility, barriers, existing supports, and factors that may affect housing stability and well-being.
- Guide participants through the Carya/Astra referral and application process, including helping them understand requirements and gather documentation.
- Connect participants to relevant internal and community supports through information, referrals, and warm handoffs, while promoting choice, dignity, and self-determination.

Partnership, Referral and Systems Coordination

- Build strong referral and collaborative relationships across Carya, Astra, community organizations, and service providers.
- Use Carya and Astra systems to support coordinated applications, referrals, documentation, and tenancy processes.
- Maintain current knowledge of affordable housing resources, income and benefit programs, Carya services, and other community supports.
- Coordinate communication and follow-up across participants, internal teams, Astra, and community partners while maintaining confidentiality.

Program Coordination, Documentation and Community Responsiveness

- Maintain accurate and timely participant documentation, track outcomes, and support partnership reporting requirements.
- Identify emerging participant and resident needs, barriers, and service gaps to help inform service coordination and responsive programming.



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- Support the development and delivery of programming within Astra communities, including financial wellness, tax clinics, family-focused initiatives, and opportunities for social connection.

This list is not exhaustive. Other related duties may be assigned to support effective program and service delivery.

WHAT YOU BRING

- **Diploma or degree in social work, human services, community development, psychology, sociology, or a related field. An equivalent combination of relevant education and experience may be considered.**
- **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 two years' experience providing trauma-informed, person-centered support in housing navigation, community outreach, social services, case navigation, or a related community-based setting.
- Experience building trusting participant relationships, maintaining professional boundaries, and supporting choice and self-determination.
- Experience connecting participants with community resources, benefits, income supports, and other services, including coordinating referrals.
- Knowledge of Calgary's affordable housing system, income supports, benefits, and community resources is an asset.
- Strong communication, organization, and documentation skills, with the ability to manage multiple priorities, timelines, and follow-up.
- Ability to work independently and collaboratively with internal teams, community partners, and other stakeholders.
- Demonstrated commitment to equity, inclusion, cultural humility, trauma-informed practice, and person-centred service delivery.
- Proficiency with Microsoft 365, including SharePoint, Teams, Outlook, Word, and Excel, and competent learning case management, referral, and housing-related systems.
- Experience with data collection, outcome tracking, reporting, and identifying emerging trends or needs.
- Experience facilitating or supporting workshops, groups, or community programming is an asset.
- Flexibility to attend periodic evening meetings or programming with participants as required.
- A valid driver's license, access to a reliable vehicle, and appropriate vehicle insurance are required.

The successful candidate must provide a satisfactory Police Information Check with Vulnerable Sector Search (PICVSS).

- A PICVSS completed within the last 3 months will be accepted.
- A PICVSS completed more than 3 months ago will need to be renewed, even if it was completed within the last 3 years.

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



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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.

