

Flourish with Carya



Outreach Supervisor

ABOUT THE ROLE

Locations: Village Commons 610 8 Ave SE, Bowmont Commons; 5000 Bowness Rd NW; and community locations throughout Calgary.

Full Time Regular: 37.5 hours per week

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

The Supervisor provides leadership and oversight for two programs supporting older adults (55+) in Calgary. **In Place Social Prescribing** strengthens community connections, natural supports, and overall well-being while reducing social isolation. The **Older Adult Stabilization and Crisis Outreach Team (OASCOT)**, part of Calgary's Crisis Response System, provides coordinated outreach to older adults experiencing elevated risk, promoting stability and reducing reliance on emergency services.

Across both programs, the Supervisor oversees day-to-day operations, provides staff supervision and case consultation, supports professional development, and monitors service quality and program outcomes. The role fosters collaboration, ensures responsive, participant-centered services, and contributes to departmental and organizational priorities.

WHO YOU ARE

- A supportive and approachable leader who builds trust, encourages collaboration, and helps others grow through coaching and guidance.
- A thoughtful and participant-centred professional who brings sound judgment, empathy, and a commitment to ethical and equitable service delivery.
- An organized and collaborative problem-solver who balances competing priorities, strengthens service quality, and builds positive relationships with staff and community partners.

WHAT YOU WILL DO

Program Delivery and Participant Services

- Oversee participant intake, service prioritization, case assignments, and waitlists to support timely and equitable access to services.
- Provide ongoing case consultation and guidance to Outreach Workers, supporting effective case management and working directly with participants when needed.
- Collaborate with the Manager to address practice concerns, strengthen assessment and service planning, and ensure staff have access to appropriate clinical support.
- Respond to participant concerns and contribute to quality improvement initiatives that strengthen service delivery and support participant goals.

People Leadership and Supervision

- Provide day-to-day leadership and supervision, fostering a respectful, collaborative, and accountable team environment.
- Coordinate staffing, delegate responsibilities, and establish clear expectations to support safe, consistent, and effective service delivery.
- Oversee staff attendance, payroll, performance management, and annual reviews, addressing personnel matters in consultation with the Manager or Human Resources as appropriate.
- Support staff growth through coaching, professional development, and guidance on ethical and practice-related matters, ensuring alignment with agency policies and professional standards.



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Program Standards, Evaluation and Partnerships

- Collaborate with the Manager to implement program initiatives and ensure services align with agency objectives, funding agreements, and program requirements.
- Oversee participant documentation, file reviews, and data management practices to support accurate reporting, accountability, and compliance with agency standards.
- Work with the Impact and Evaluation Team to monitor program outcomes, support evaluation activities, and identify opportunities for continuous improvement.
- Build and maintain collaborative relationships with community partners and service systems, contributing to coordinated care, responsive programming, and broader agency initiatives.

This list is not intended to be exhaustive, and other duties may be assigned from time to time.

WHAT YOU BRING

- **Bachelor's degree in social work or a related discipline.**
- **Certification with the Alberta Family Wellness Initiative's Core Brain Story.**
- **Membership in good standing with relevant regulatory body**
- Minimum of five years' experience working with older adults aged 55+.
- Demonstrated case management experience; supervisory experience is considered an asset.
- Ability to respond to crisis situations with sound judgment, professionalism, and ethical practice.
- Sound knowledge and application of social determinants of health, participant-centered approaches, and trauma-informed care.
- Strong attention to detail, with the ability to handle sensitive information with discretion and confidentiality.
- Strong written and verbal communication skills, including experience with presentations and group facilitation.
- A collaborative, solutions-focused approach to teamwork and delivering high-quality participant services.
- Completion of Natural Supports Framework training is considered an asset.
- Proficiency in Microsoft 365, particularly SharePoint, Word, Teams, and Outlook.
- Familiarity with case management software, such as Jane.
- Strong organizational skills, including the ability to manage competing priorities, correspondence, and scheduling.
- Valid driver's licence, access to a vehicle, and appropriate 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



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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 (at) caryacalgary.ca in advance of your interview.

