

Flourish with Carya



Outreach Supervisor

ABOUT THE ROLE

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

Full Time Regular: 37.5 hours per week

Salary: \$59,999 - \$77,000

The Supervisor provides leadership and operational oversight for the **In Place** program and the **Older Adult Stabilization and Crisis Outreach Team (OASCOT)**, ensuring high-quality, client-centered services for adults 55+. This role guides staff in delivering social prescribing and crisis-stabilization supports that enhance mental health, reduce isolation, strengthen natural support networks, and divert older adults from emergency responders by connecting them to appropriate community and stabilization resources. Across both teams, the Supervisor promotes teamwork, professional development, and effective service delivery while monitoring outcomes and contributing to departmental and organizational goals.

WHO YOU ARE

- You are a steady, ethical leader who brings fairness, clarity, and sound judgment to complex situations, ensuring services are delivered equitably and consistently.
- You care deeply about people and teams, supporting staff with compassion and accountability while fostering strong relationships grounded in trust and open communication.
- You are a systems thinker who values collaboration, quality, and continuous improvement, using data, partnerships, and clear processes to strengthen programs and drive meaningful impact.

WHAT YOU WILL DO

Client Services Management

- Oversee client intake, prioritization systems, and waitlists to ensure equitable, timely, and effective service delivery aligned with agency mandates.
- Provide supervision, consultation, and clinical support to Outreach Workers, including occasional direct participant engagement.
- Ensure assessment tools and evaluation frameworks are used consistently to inform service planning, participant goals, and program outcomes.

Staff Supervision

- Provide strong leadership, actively supervising staff performance, staffing levels, safety, and day-to-day operations.
- Handle personnel matters, including performance management, discipline, and performance reviews, while delegating responsibilities effectively.
- Guide ethical decision-making and support professional development through planning, goal setting, and ongoing training opportunities.

Communication

- Maintain deep knowledge of agency policies and ensure staff compliance across personnel, data protection, and file management practices.
- Build strong internal and external relationships, communicating goals clearly and addressing concerns constructively.
- Identify and relay community or program barriers to support informed decision-making and program improvement.



Flourish with Carya



Network Coordination & Program Standard

- Contribute to the design, implementation, and monitoring of program initiatives while ensuring compliance with funding requirements, outcome measurement practices, and quality assurance processes.
- Build and maintain collaborative partnerships with community systems and stakeholders to strengthen coordinated care, co-develop evidence-informed practices, and support continuous program improvement.
- Participate in data collection and evaluation activities while working with internal teams to monitor program outcomes, address participant concerns, and drive innovation across services.

Records Management

- Ensure documentation, audits, file closure, and data management are completed according to agency, program, and professional standards.
- Maintain accurate client data systems and support outcome measurement through proper data collection and monitoring.

WHAT YOU BRING

- **Bachelor's degree in social work or a related field is required.**
- Certification with the Alberta Family Wellness Initiative's Core Brain Story.
- Membership in good standing with relevant regulatory body
- Minimum of 5 years' experience working with older adults aged 55+.
- Case management experience required; supervisory experience preferred.
- Must be capable of responding appropriately to crisis situations in a professional and ethical manner.
- Sound knowledge and practice in supporting social determinants of health, client centered and trauma informed care.
- 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 Natural Supports Framework training required.
- Certification with the Alberta Family Wellness Initiative's Core Brain Story.
- 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. With employer-paid extended health coverage, co-pay dental, an annual health spending account, and an RRSP matching program, you're supported to stay healthy, focused, and confident.



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

Flourish with Carya



- **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.

The successful candidate must satisfactorily complete a Police Information Check with Vulnerable Sector Search. Carya will provide a digital voucher for the successful candidate within city limits or reimburse the cost for those living outside city limits.

