

## Aging in Community Supports, Outreach Worker

### About Calgary Seniors' Resource Society

Calgary Seniors is a bold and visionary leader in the community that is both trusted and relied upon to provide essential and urgent services to older persons facing age-related challenges in Calgary. We balance social work when appropriate, and urgent supports when needed, while deeply engaging and building a network of community and volunteers to provide depth of care and connection that creates meaningful and effective change in seniors' overall well-being and quality of life.

Please visit [calgaryseniors.org](https://calgaryseniors.org) for more information.

**Are you: PASSIONATE ABOUT SENIORS, CREATIVE, detailed, FLEXIBLE, responsive, ORGANIZED, patient, confident, COMPASSIONATE, efficient, personable, CURIOUS, level-headed, and a CRITICAL THINKER?**

### The Position: Aging in Community Supports, Outreach Worker

The **Aging in Community Support (AICS) Outreach Worker** plays a crucial role in the delivery of programs and services by aiming to improve the integration of health and community-based services to older adults ages 55+ living in the City of Calgary. In partnership with The Way In Network and Calgary Seniors Resource Society, the AICS Outreach Worker's primary role is to assist older adults in accessing services and resources to improve social inclusion, economic self-sufficiency for older adults and increase the ability for them to participate in the community.

### Key Accountabilities and Deliverables

The **AICS Outreach Worker** supports older adults in many ways, including assessing needs, making referrals to mental health and addiction supports, navigating resources and systems, and supporting participants to build connections in community. The focus of the program is on improving coordination of non-health related services that support healthy aging in community and enhancing the quality of life for older adults.

The **AICS Outreach Worker** will be able to:

- Compassionately navigate mental health and addiction complexities
- Develop and support the case plan to access and engage with supports in the community.
- Prioritize and complete short and long-range goals.
- Advocate for the needs of the participant within complex resource systems.
- Implement program initiatives and changes to ensure that service delivery is effective and service goals are achieved.
- Utilize social prescribing best practices to empower people to connect with community supports.
- Attend appointments, social engagements, and other social prescribed referrals with the participant throughout Calgary and the participant's community.
- Complete in-home visits, in addition to visits occurring outside of the participant's home, to support participants in performing the tasks required to stabilize needs and build resiliencies.

- Provide guidance and skills enhancement in completing forms for government benefits, such as pension applications, health care coverage, accessible transportation, and housing.
- Collaborate with health professionals and the participant's care team in a variety of fields to assist participants in improving health, wellness, and recovery.
- Conduct presentations to health service providers (such as Mosaic Primary Care Network, hospitals, optometry, dental, pharmacies, etc.).
- Maintain accurate (and current) participant records and reporting as identified in program and agency policy.
- Attend staff meetings and other meetings as required by supervisor.
- Attend agency team meetings, Aging in Community Supports Community of Practice and other events as required.
- Ensure compliance with all relevant policies and procedures in relation to health and safety, working alone, customer service, data protection and confidentiality.

### **Education and Experience**

The ideal candidate will have:

- Ability to use both a strengths-based and client resiliency approach.
- Familiarity with a trauma informed approach.
- Degree or diploma in Social Work or a related Human Services field.
- 2-3 years of experience working with older adults who experience complex mental health and addictions.
- 2-3 years of experience in the human services field.
- Case management experience.
- Program development, delivery, and evaluation.
- Cultural humility and experience with diverse populations including 2SLGBTQ+.
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action is an asset.

Bonus Points if you have:

- Current ASIST certification.
- Current First Aid certification.
- Ability to fluently speak a second language.

### **Working Conditions**

- Will work in a combination of environments, including an office and occasionally client homes and in the community.
- A fast-paced and demanding work environment that provides services to vulnerable older persons experiencing a crisis.
- Physical demands include but are not limited to the following: capable of handling work routine of climbing multiple flights of stairs, walking, and standing for extended periods, plus routine physical activities associated with performing extended periods of computer work.
- Psychological demands include but are not limited to working in an environment with vulnerable persons experiencing a crisis (risk-assessment for suicide and safety, disclosures of elder abuse, etc.).

- This position may require you to use your own vehicle for work-related use. Candidates must show proof of a Class 5 driver's license, a personal vehicle, and valid insurance.

### Details

- Works a standard work week (37.5 hours/week), primarily Monday – Friday.
- Salary range: \$50,000.00 - \$54,000.00 (annually).
- Competitive health, vision, and dental package.
- Three weeks annual holiday and 12 sick days (all prorated based on start date).

**Please Note:** that Calgary Seniors' Resource Society requires the successful candidate to provide a police information check (including a vulnerable sector search) as a condition of employment.

### Our Staff & Values

**Vision:** Inclusive communities where people of all ages flourish.

**Mission:** To create, coordinate, and provide personalized client-centred support, services and connections that help older people in their aging journey.

Calgary Seniors' staff are Kind and Action orientated. They work collaboratively with others in a strong team environment; demonstrate flexibility in organizing and undertaking work; show a high degree of Ingenuity, discernment, and resourcefulness; exhibit excellent communication and relational skills; demonstrate thoughtfulness and intelligence in decision-making; and focus on outcomes for older persons facing age-related challenges in our city.

### Next Steps

**This position will remain open until a suitable candidate is found. We thank all applicants for their interest; however, only those selected for an interview will be contacted.**

**Please submit your resume *and* cover letter to:**

**Chris Cann, Manager Social Work**

**Email: [calgaryseniorshiring@calgaryseniors.org](mailto:calgaryseniorshiring@calgaryseniors.org)**