

RESPONSE 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 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: RESPONSE WORKER

The **Response Worker** contributes to the success of the organization by ensuring client support services remain responsive to the direction and the needs of the clients and communities served by the SeniorConnect Program. SeniorConnect provides urgent social work response and assistance for older persons (60+) in the community of Calgary and surrounding areas. The primary goal of SeniorConnect is to support older persons by stabilizing urgent situations and connecting them to the services that will support them in building resiliencies to overcome barriers to independence and success in the future.

Key Accountabilities and Deliverables

The **Response Worker** ensures effective service delivery, a high standard of practice and continuous quality improvement for client service areas within the SeniorConnect Program. The **Response Worker** focuses on providing urgent social work response and assistance to older adults in Calgary and its surrounding areas. The role emphasizes strengths-based and client-centered approaches guided by trauma-informed perspectives and rooted in kindness.

The **Response Worker** will be responsible for:

- Providing client-centered intensive short-term case management in strong coordinator with other Service Agencies.
- Completing in-home visits (and within community) to support clients in performing the tasks required to stabilize urgent needs and build resiliencies.
- Completing holistic psychosocial assessments to assess the immediate and long-term needs of clients accessing the SeniorConnect program.
- De-escalating clients experiencing a crisis or heightened emotional state.
- Maintaining extensive and current knowledge of older adult-specific community resources.
- Provide referrals to supportive services to meet client needs.
- Maintaining accurate and current client records.
- Participating in community education and training on the SeniorConnect program.

Education and Experience

The ideal candidate will have the following qualifications:

- Degree in Social Work; or diploma with relevant experience.
- Active registration (and good standing) with the Alberta College of Social Works (ACSW); or current registration with an applicable provincial body with ACSW registration before employment.
- Three years of experience in the social/human services field; focus on gerontology is preferred.
- Working knowledge and demonstrated skills of trauma-informed practice and strength-based client-centered social work approaches.
- Experience working with vulnerable older adults with mental health or substance abuse is an asset.
- Strong knowledge of community resources available to older adults.

Bonus Points if you have:

- Current ASIST certification.
- Current First Aid certification.
- Current NVCI certification.
- Ability to fluently speak a second language.
- Ability to commence employment in January 2024.

Working Conditions

- Will work in a combination of environments, including an office, 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 requires 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 **Sunday - Thursday**.
- Participates in a rotating, weekend/holiday on-call schedule (time in lieu provided).
- Salary range: \$50,000.00 - \$60,000.00 (annually).
- Competitive health, vision, and dental package and the option to enroll in registered pension plan (with 3% employer contribution) available after successful completion of standard three-month probationary period.
- Three weeks annual holiday, five personal days, 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-centered 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