



Outreach Worker

1 Full Time Position and 1 Temporary (6 months) Position

The Agency:

Calgary Seniors (CSRS) is a non-profit social service organization that provides services to seniors to help them remain independent, thriving, and valued members of their community. Calgary Seniors provides a variety of practical and innovative services to seniors living in the community such as Escorted Transportation, Shopping Companion, Friendly Visiting, Telephone Reassurance, Adopt-a-Grandparent, and Outreach Services, as well as their city-wide SeniorConnect Program. Calgary Seniors also provides free education to community members, professionals, and corporations.

Position Summary:

Reporting to the Outreach Team Lead, the Outreach Worker will provide outreach services to older adults living primarily in the North East and upper South East Calgary communities. They will provide case management including assessment, planning and intervention, make referrals to other programs and services, and evaluate outcomes. As a member of 'The Way In' Calgary Older Adult Services, you will network with other teams across the city to provide best practices and shared professional development skills. The Outreach Worker will be working closely with older adults and their families to provide culturally sensitive practice to address the varying and diverse needs of the community.

Responsibilities and Duties:

- Providing information and advocacy
- Completing assessment of needs
- Creating and implementing the goals of assessment
- Providing referrals to other community resources
- Evaluation and reporting on client outcomes
- Consulting with a wide variety of professionals in the community
- Establishing and maintaining working relationships with community agencies and cultural groups
- Working within ethnic communities in partnership with trained community brokers and interpreters
- Working collaboratively with all 'The Way In Network' teams
- Contributing and participating in community development activities
- Contributing and participating in a team and agency environment

- Acting as a public representative on behalf of Calgary Seniors
- Participating in organizational planning and development activities

Skills:

- Strong assessment, planning and intervention skills
- Strong critical thinking and decision making skills
- Strong culturally sensitive practice skills and awareness of broad diversity of community
- Outstanding communication and interpersonal skills
- Demonstrated case management skills in coordination with other service providers
- An active driver's license and access to a reliable vehicle
- Ability to meet with older adults in a variety of community locations
- Demonstrated ability to work effectively in a collaborative environment
- Ability to maintain accurate client records and statistics
- Computer proficiency in Microsoft Office, Outlook, iCloud Database, and case management software
- Proficiency in additional language(s) would be considered an asset

Experience:

- Experience working with older adults and their families
- Experience with diverse client populations
- Experience working with different ethnic groups
- Knowledge of older adult needs, strengths, challenges, and isolating factors
- Knowledge of community services and resources available to older adults
- Knowledge of elder abuse

Education:

The ideal candidate will have a BSW and current registration with the Alberta College of Social Workers, or be qualified to obtain social work registration.

A combination of appropriate education and experience may be considered.

Working Environment:

- Calgary Seniors offers a challenging, fast paced, professional, supportive, and dynamic work environment
- Opportunity to participate in career related training, workshops and conferences
- Opportunity to make a difference in the lives of Calgary's Older Adults

Thank you for your interest in this opportunity! Please send your resume and cover letter by email to Connor Walsh, Outreach Team Lead at cwalsh@calgaryseniors.org. Due to capacity, only applicants selected for an interview will be contacted.