
Seniors Community Link Worker - Empowering Seniors in Olds!

The Seniors Community Link Worker plays a crucial role in supporting older adults in the Town of Olds to successfully age in place. This position is an essential bridge between healthcare and social care, focusing on delivering direct, meaningful impact. Responsibilities include providing seniors with vital information, resources, and referrals, assisting with forms, and coordinating service delivery (including accompanying clients to appointments as required). The incumbent will also build relationships with community agencies and professionals to maintain a robust holistic support system for seniors.

Situated along the Highway 2 corridor, the Town of Olds has a population approaching 10,000 and is home to Olds College of Agriculture & Technology. The Town highly values its older adults and is dedicated to supporting them in aging well, a critical focus given that 23.8% of residents are 65 or older (substantially above the provincial average of 15%). The community ensures good access to healthcare (including the Olds Hospital & Care Centre and home supports) and rich social programming through local hubs like the Evergreen & District Seniors Centre and the CLC fitness centre.

Olds serves as a regional center for approximately 35,000 people, featuring a vibrant commercial and industrial sector and diverse leisure facilities. As the community grows, the Town seeks motivated professionals to help serve the region. This role within the Community Services division (Community Development, Parks and Recreation, and Engagement & Communications) offers broad exposure across these departments.

What We Are Looking For:

- Strong analytical and problem-solving skills with a proven ability to make informed decisions.
- Highly effective time management and organizational skills, with the ability to multi-task and work independently.
- A dependable, flexible team player who is also highly self-motivated and capable of independent work.
- Grade 12 or equivalent -Social Work Diploma is an asset
- Class 5 Driver's License

Additional Details:

- Full Time 3 Year Term position (37.5 hours per week)

A detailed job description can be found on the [Town of Olds Careers Page](#).

The wage range for this position is \$33.21-\$37.58 Annual salary based on a 37.5-hour work week. This position DOES NOT include health benefits or participation in the Local Authorities Pension Plan (LAPP). Interested parties are invited to send a cover letter and resume outlining their qualifications by November 17, 2025, at 8:30 am to:

Human Resources
Town of Olds
3501 70 Avenue
Olds AB T4H 1L7
E-mail: hr@olds.ca

The Town of Olds thanks all applicants, but only candidates selected for an interview will be contacted.

TOWN OF OLDS JOB DESCRIPTION

JOB TITLE: Seniors Community Link Worker		
DIVISION: Community Services		JOB REPORTS TO: Supervisor - Community Development
FUNCTION/PURPOSE: A Link Worker plays an integral role in bridging the gap between healthcare and social care. As a Social Prescribing professional, the employee will partner with community organizations to provide non-medical support to improve the overall health and well-being of older adults within the community.		
#	KEY RESPONSIBILITIES	(% time)
	Technical • Knowledge of the healthy aging framework. • Assist with completion of social benefit applications (AISH, Housing, AB Seniors Benefits, etc) • Maintain and report on program statistics and outcomes	15%
	Customer Service • Experience working with Older Adults, this is the foundational customer base. • Experience working with adults who may be experiencing physical or cognitive concerns. • Assist older adults to find and access community support through referrals and providing information. • Attend appointments with older adults when appropriate to help overcome barriers. • Develop personalized goals with older adults and help to achieve them. • Ability to ensure client safety and comfort, which includes promoting independence and mental well-being of the client in a respectful and compassionate manner. • Ability to be caring, supportive and adaptable to a variety of situations. • Be non-judgmental, respectful, and understanding when communicating orally with clients, families, colleagues, and Supervisor. • Ability to handle and maintain a heavy caseload and able to adapt to schedule changes with little notice.	75%
	Communication • Experience in community connection and system navigation: This involves establishing and maintaining a network of relationships. • Collaborate with other community agencies. • Ability to provide support, good communication and confidentiality to the clients and the program. • Be cognizant of clients' needs and behaviors and acknowledging concerns to the Seniors Outreach Supervisor. • Being non-judgmental, respectful, and understanding when communicating orally with clients, families, colleagues, and Supervisor and when writing reports or carrying out data tracking forms.	10%
	Risk Management & Safety: • Pre-visit Client and Environment Assessment: Before any initial home visit, the worker should have a process to review the client's file for any history of violence, substance use, or mental health complexities that could pose a risk. This includes assessing the physical environment (e.g., location, time of day, presence of others). • Safety Plan: A safety plan should be created for each client, especially those with identified risks. This plan would include a communication protocol, a check-in system, and a strategy for how to de-escalate or exit a difficult situation. • Communication Protocol: The worker should have a system to communicate their itinerary, including the client's address and the estimated duration of the visit, to a supervisor or office staff. A follow-up call upon leaving the client's home is a crucial part of this. • It is the responsibility of the Town of Olds employees to take care to ensure their own safety and the safety of others, to know and follow all safety and health instructions, rules, regulations, and safe work procedures, to report any unsafe or substandard condition or act as soon as possible to the employer and to promote proper attitudes towards safety and health in themselves, in co-workers, with their co-workers and with the public.	100%

QUALIFICATIONS, KNOWLEDGE, SKILL & ABILITY REQUIREMENTS:

Education: Social Work Diploma is an asset

Experience:

- 1-Year related experience or equivalent
- Strong proficiency in Microsoft Programs (Word, Excel, Outlook, SharePoint and OneDrive).
- Intermediate First Aid – CPR-C and AED certificate.
- Intervention Record & Criminal Record Check and Based Vulnerable Sector Check
- Class 5 Driver's License Clean Drivers Abstract and reliable vehicle for client transportation.
- Reliable transportation for travel within the Town of Olds and the recreational boundaries into Mountain View County.

Competencies:

- Analytical and Decisive: Strong analytical and problem-solving skills with a proven ability to make informed decisions.
- Autonomous and Organized: Highly effective time management and organizational skills, with the ability to multi-task and work independently.
- Collaborative and Self-Motivated: A dependable, flexible team player who is also highly self-motivated and capable of independent work.
- Excellent Communicator: Strong written communication skills.
- Professional Acumen: Demonstrated punctuality and a commitment to maintaining strict confidentiality.
- Continuous Learning: Willingness to participate in professional development activities, including meetings, workshops, and training.
- Must be capable of traveling on varied road surfaces (including gravel) and in diverse weather conditions.
- Excellent written and verbal communication skills.
- Excellent interpersonal skills with people of all ages, abilities, and backgrounds.

DIRECTLY REPORTING TO THIS JOB ARE: N/A

NOC 2021 Code: 42201

OaSIS 2023: 42201.00

WORKING CONDITIONS:

- Must be in good physical condition.
- Sitting for periods of time in an office environment or short distance travel to client homes.
- Ability to travel to and work independently in clients' homes with a variety of living conditions such as untidy, pets, smokers, hoarding, clutter.

Wage Grid: Admin 3 with no benefits.

Incumbent Signature:

Date:

Supervisor Signature:

Date: