



Case Manager, Client Care

Regular Full-Time

About Us

Since 1993 Harvest Project has been reaching out to North Shore residents who are experiencing extreme challenges with family break-down, illness, job loss, and poverty. Our vision is to enlarge our work as a compassionate presence for North Shore residents, by North Shore residents. We contribute to a holistic support network that provides help for adults and children who find themselves in a vulnerable place in our community.

Our founder began Harvest Project as an expression of his Christian faith: to help those in poverty, to care for marginalized people, and to seek justice for neighbours in need. Today, we continue this vision as we bring a deep commitment to love our neighbours (“extending a hand up”). Visit www.harvestproject.org.

Case Manager

We are seeking a Registered Social Worker with a Master’s degree who is collaborative, compassionate and self-directed, to join our dynamic and enjoyable team environment. Reporting to the Executive Director, the Case Manager brings leadership for the oversight and effective delivery of Harvest Project’s integrated case management model. You will work in partnership with the Program Manager, Client Care, to bring ongoing recommendations that align with Harvest Project’s Mission and the full scope of client needs.

Responsibilities

Community Partnerships & Resources

- Develop and maintain a network of North Shore community relationships and resources to optimize HP’s ability to support and assist clients to achieve goals through a holistic support network.
- Participate in social services community meetings and promote Harvest Project at community events.

Client Care

- Maintain a client case load, assisting them with resources and gaining confidence toward success.
- Conduct intakes and determine level and complexity of services required based on the client’s current situation, needs, strength and goals.
- Assist client to address their situation with a vision to optimize the individual’s ability to improve their (and family) situations. This may include coordinating services for individuals and families for counseling and advocacy to psychological assessment and evaluation.

Case Workers

- Recruit and supervise Case Workers, providing direction, advice, coaching, support, acting as a resource, and evaluation.
- In collaboration with the Client Care Manager, provide training, shadowing, and support to Case Workers to build knowledge and skills and ensure integrated, effective and efficient service delivery.

Reporting and Compliance

- Maintain oversight of client files to monitor accuracy and completeness, and ensure our program systems, data collection and reporting are well managed and maintained.
- Monitor compliance with legislated requirements and organizational privacy policy governing the collection, use and disclosure of confidential information and ensuring properly documented client information.

Education and Experience

Registered Social Worker with a Master's Degree, and five years' case management experience, with specific experience and knowledge of issues related to poverty, unemployment, and homelessness. Awareness of community services, resources and systems, with proven ability to work with them. Assets include: experience in a non-profit organization, competence working in a multi-cultural community, and experience with psychological aspects of care.

Knowledge, Skills and Abilities

Case Management

- Solid knowledge of case management best practices that support successful client outcomes, with knowledge of policies, procedures, laws, and regulations that govern the case management process for serving vulnerable adults and families.
- Exceptional coordination for working with multiple clients and agencies and adept at planning to ensure service delivery to clients is timely.
- Skilled in-group facilitation, developing training, and workshop delivery. You are skilled in handling difficult situations, identify key issues and overcome challenges by creative problem solving. Sound analytical thinking, planning, prioritization, and execution skills, able to meet deadlines.
- Solid skills with MS Office (Outlook, Word, and Excel) and client management databases

Clients

- Seasoned interviewing, assessment and evaluation skills, with strengths for phrasing questions in a manner reflecting dignity, respect and compassion.
- Ability to identify with the struggles a client has by modelling empathy to encourage clients to open up and build trust in the process.
- Skilled advocate for clients to secure and maintain services aimed to work to address the client's best interests and skilled in establishing and maintaining excellent relationships with diverse stakeholders including multicultural and multi-faith.

Professional Attributes

- Strong professional standards, including accountability, a high level of integrity, confidentiality, interpersonal and cross-cultural skills.
- Strong skills in diplomacy, collaboration, people management, conflict resolution, active listening, non-violent communication, problem-solving and team-building. Your maturity in relationship with others includes compassion, patience, and empathy.

Additional Information

- Requires occasional work to be done outside of core hours.
- At times may come into contact with clients in crisis situations.
- A vulnerable sector criminal record check is required.
- Driver's license and a clear driving record is required.

Closing

We welcome applications from qualified candidates. Please note this opportunity will remain posted until the position is filled (no closing date).

We provide a competitive salary, medical benefits and a supportive, enjoyable team environment! If you have questions about the role prior to applying, we welcome your enquiry at info@harvestproject.org.

Please email your resume and a letter stating your interest in this role to info@harvestproject.org with **Case Manager** in the subject line. We thank all applicants for their interest.