



## Client Care Lead

Full-Time, 4 or 5 days per week

### **Come make a difference on Vancouver's North Shore**

Harvest Project is recognized as a community-leading organization, currently bringing life-changing resources to hundreds of North Shore residents in their journeys towards a healthier life. Our dedicated staff and volunteers bring transformative change into the lives of vulnerable people.

### **Client Care Lead**

We are seeking a Client Care Lead to design, develop, build, and oversee our vision for a continuum of care model that will strengthen our current services and build on existing external resources. Your knowledge and experience will support vulnerable North Shore residents who are looking to make their way forward to healthier lives.

We know that individuals experiencing the effects of poverty require a supported pathway that will help remove barriers to a more integrated, sustainable engagement in the community. With your collaborative style, self-direction and compassion we will move this vision forward together.

Reporting to the Executive Director, and working closely with the Client Care Manager, individuals require current B.C. registration as a Clinical Counsellor with a Master's degree or a Master's of Social Work.

### **Responsibilities**

#### **Community Partnerships & Resources**

- Maintain, and further develop, 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**

- Conduct intakes and determine level and complexity of services required based on the client's current situation, needs, strengths and goals.
- With the Client Care Program Manager assign clients to Case Workers and volunteers, depending on the needs of the client.
- Maintain a case load of clients with more complex needs. Assist clients to address their situation with a vision to optimize the individual's ability to improve their (and family) situations.
- Coordinate a scope of services for individuals and families including counseling, advocacy, and psychological assessment and evaluation.
- Recruit and supervise Case Workers providing direction, advice, coaching, support and evaluation.
- With the Client Care Manager, provide training, shadowing and support to Case Workers to build knowledge and skills for an integrated, effective and efficient service delivery.
- Offer recommendations that align with Harvest Project's Mission and the full scope of client needs.

#### **Reporting and Compliance**

- 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 our privacy policy and ensure properly documented client information.

## Requirements

Registered Social Worker with a Master's Degree or a Registered Clinical Counsellor with a Master's Degree (and) with three years' experience, including experience with client care coordination. Specific experience and knowledge of issues related to poverty, unemployment, and homelessness. Awareness of community services, resources and systems, with experience working with them. Assets include experience with psychological aspects of care and work in a non-profit organization.

## Client Care

- Sound knowledge of case management practices that support successful client outcomes; knowledge of policies, procedures and regulation for case management serving vulnerable adults and families.
- Exceptional capability to coordinate work with multiple clients and agencies and adept at planning to ensure timely service to clients.
- Skilled in-group facilitation, developing training and workshop delivery.
- Ability to handle difficult client situations, identifying issues and overcoming challenges by creative problem solving.
- Solid skills with MS Office (Outlook, Word, and Excel) and client case management databases.

## Clients

- Seasoned interviewing, assessment and evaluation skills with strengths for phrasing questions in a manner reflecting dignity, respect and compassion.
- Identify with client's struggles by modelling empathy and encouraging clients to open up and build trust.
- Advocate for clients to secure services to address the client's best interests, and build sound relationships with community partners and other resources, including multicultural and multi-faith.

## Professional Attributes

- Strong professional competence: accountability, integrity, confidentiality, interpersonal and cross-cultural skills.
- Diplomacy, collaboration, people management, conflict resolution, active listening, non-violent communication, team-building; relating to others with compassion, patience, and empathy.
- Skilled in anti-oppressive practices.

## Additional

- 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 and a driver's license with a clear record are required.

## Closing

If you are seeking a competitive salary, medical benefits and an enjoyable and dynamic team-culture of collaboration, support and flexibility, we would love to hear from you. We welcome your application [info@harvestproject.org](mailto:info@harvestproject.org) with **Client Care Lead** in the subject line. If you have questions about the role and would like to speak with us, please send us an email at [info@harvestproject.org](mailto:info@harvestproject.org).

## Who We Are

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 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](http://www.harvestproject.org).