



Social Worker

Full Time

Harvest Project is a community-leading non-profit organization, bringing life-changing resources to hundreds of North Shore residents in their journeys towards a healthier life. We bring transformative change into the lives of vulnerable people.

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, the Social Worker will fulfill the role of 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. You will join our Client Care team consisting of a Program Manager, Case Workers, and skilled volunteers, and we will provide a thorough, supportive, and enjoyable onboarding experience.

Responsibilities include:

Community Partnerships & Resources

- Maintain, and further develop, a network of community relationships and resources.
- Participate in social services community meetings and promote Harvest Project at 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.
- With the CC Program Manager, provide training and support to Case Workers.

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 documentation.

Requirements

BSW (with clinical specialization); or MSW with current registration with the BC College of Social Workers; or a RCC. Or, Registered Clinical Counsellors, registered with the BC Association of Clinical Counsellors. Three years' client care coordination experience, and knowledge of issues related to poverty, unemployment, and homelessness.

Client Care

- Knowledge of case management practices that support successful client outcomes.
- In-group facilitation, developing training and workshop delivery.
- Handle difficult client situations, identifying issues and overcoming challenges.
- Sound computer skills: MS Office and client case management databases.

Clients

- Interviewing, assessment and evaluation skills with strengths for phrasing questions in a manner reflecting dignity, respect and compassion.
- 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

- Accountability, integrity, confidentiality, interpersonal and cross-cultural skills.
- Diplomacy, collaboration, active listening, non-violent communication, relating to others with compassion, patience, and empathy.
- Skilled in anti-oppressive practices.
- Requires occasional work to be done outside of core hours; a criminal record check and driver's license.

Closing

Starting salary is \$30-\$33 per hour. We provide medical benefits and an enjoyable and dynamic team-culture of collaboration, support and flexibility. We would love to hear from you at info@harvestproject.org with **Client Care Lead** in the subject line.

Note the role will remain posted until filled. If you have questions about the role and would like to speak with us, please send us an email at info@harvestproject.org or phone Gayle Hadfield, Human Resources, 604-731-1237.