



## Client Care Partner

Full-Time - \$21.00 per hour

**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. Our mandate is to offer support and create programs to reduce the depth and length of time our clients experience poverty, in order to improve the overall health of the community. Read more about us at [www.harvestproject.org](http://www.harvestproject.org).

The **Client Care Partner** (CCP) maintains a caseload, reviews files, provides guidance and support to other Client Care Partners, supports data and administration integrity, and completes adhoc projects. This role interacts with staff, volunteers, clients, and the general public, including community partnerships. Working in collaboration with the Client Care Manager and the Client Care Team, the main responsibilities are to:

- Conduct meetings one-on-one with clients in the Core Program
- Participate in training sessions, supporting CCPs understanding of information delivered
- Respond to emergency and extraordinary situations when designated staff are not available
- Complete accurate, objective documentation of client meetings and client records
- Contribute ideas, suggestions, and feedback for increased program effectiveness and support roll-outs of program changes
- Maintain data maintenance and integrity/completeness of files and provide feedback and support to CCPs to enhance their skillsets and alignment with HP processes
- Assist with program coordination and delivery, while striving for excellence
- Comply with the Harvest Project values, standards, policies and relevant legislation.

### **Harvest Project provides:**

- \$21 per hour
- Extended health medical benefits
- Opportunities for growth and development
- An enjoyable and dynamic team-culture of collaboration, support and flexibility
- Opportunities to make a positive impact on the communities we serve

### **The role requires:**

Completion of a diploma or certificate in coaching, counselling or similar social service designation and two years' experience.

- Administration skills are required. We provide any specialised system training
- Training and experience in conflict management and crisis intervention are assets
- Experience providing support and direction to others is an asset.

### **You also possess:**

- Strong communication skills: active listening, non-violent communication, ability to read nonverbal communication; ability to form and phrase questions and comments in a manner that reflects dignity, respect, and compassion
- A client-centered, culturally sensitive, anti-oppressive approach to working with clients, and demonstration of care and support for their success
- Maturity in relationships with others: compassionate, patient, and empathetic.
- Self-motivated, self-directed; good problem-solving, team building and collaboration skills, and sound judgment; accessible, supportive, and non-judgmental
- Ability to work effectively with a diverse group of multi-cultural and multi-faith stakeholders including clients, volunteers, staff, donors, board members, and the general public
- Sound ability to provide direction, supportive guidance and feedback to volunteers and others
- Skilled at coordinating and balancing day-to-day processes to ensure service objectives are met, while dealing with interruptions and changing priorities
- Strong professional standards: accountability, a high level of integrity, confidentiality interpersonal and cross-cultural skill.
- Sound knowledge of MS Office applications and database management.

### **Additional Information**

- Signatory to, or acknowledgement of, Harvest Project Statement of Faith is required
- At times may come into contact with clients in crisis situations
- Signature and adherence to Confidentiality Agreement
- Requires a criminal record check and vulnerable sector search

### **Commitment**

37.5 hours/week: 7.5 hours per day, 5 days per week: Tuesday to Saturday 9:00-5:00; some flexibility by arrangement

Hourly Rate: \$21.00

### **Questions and Applications**

If you have questions about the role, please send us an email at [admin@harvestproject.org](mailto:admin@harvestproject.org) and we will follow up with you.

We appreciate receiving applications at [admin@harvestproject.org](mailto:admin@harvestproject.org) with "Client Care Partner" in the subject line. We welcome all applications before June 29<sup>th</sup> and even following that date until the position is filled. We look forward to contacting select candidates. Thank you for your interest.