



Client Care Partner

Full-Time - \$21.00 per hour

Make a difference in our community!

Harvest Project is a place where your contribution can make a meaningful difference in the lives of people in our community. Working at Harvest Project is a uniquely rewarding experience, where you will join our team to bring life-changing resources to hundreds of North Shore residents. We are compassionate, mission-focused and values driven. Come, join our team and make a difference!

We are a community-leading, non-profit organization, bringing transformative change into the lives of struggling community members by offering client coaching, nutritious food, clothing, employment support and more. Our mission is to “Extend a Hand Up, Not a Hand-Out,” helping to restore our neighbours to health and stability. Harvest Project has regularly been voted the #1 non-profit on Vancouver’s North Shore!

Harvest Project is committed to building a diverse and inclusive team, where backgrounds and perspectives are respected. We provide a family-friendly and inclusive environment that values work-life balance.

We offer

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

Read more about us at www.harvestproject.org.

As a **Client Care Partner**, you will work within a dedicated team to support the effective delivery of Client Care services. You will manage a caseload of clients, review files, provide guidance and support to volunteers and accurately complete administration for scheduling and documenting meetings. You will also be cross trained in all departments in order to act as the point person for Saturday shifts.

The major responsibilities for your role will include:

- Conducting coaching meetings one-on-one with clients
- Providing support to our valued volunteer team members to develop their skillsets
- Accurately updating client records and scheduling appointments
- Providing back-up to emergency and extraordinary situations when designated staff are not available
- Other projects as determined
- Being available from Tuesday to Saturday as a regular shift

About You:

- You have completed a diploma or certificate in coaching, counselling, or similar social service designation, or the equivalent in experience
- You have one - two years' experience in a similar field
- You have strong administration skills, with knowledge of MS Office applications, including database management
- Your attention to detail and follow up skills are exceptional
- You feel comfortable providing direction, guidance and feedback to volunteers and others
- Your communication skills are strong, with the ability to actively listen, read nonverbal communication, and form and phrase questions and comments in a manner that reflects dignity, respect, and compassion
- You are self-motivated and self-directed
- You possess good problem-solving, team building and collaboration skills
- You have sound judgment; and are accessible and supportive
- Training and experience in conflict management and crisis intervention are assets

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 and we will follow up with you.

We appreciate receiving applications at admin@harvestproject.org with "Client Care Partner" in the subject line. We welcome all applications and look forward to contacting select candidates. Thank you for your interest.