



## **Client Care Partner – Part Time, Regular hours, 25 hours per week (Wednesday to Saturday)**

### **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 different backgrounds and perspectives are respected. We provide a family-friendly and inclusive environment that values work-life balance.

In addition, we offer:

- \$28 per hour
- Extended health medical benefits
- An enjoyable and dynamic team-culture of collaboration, support and flexibility
- 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](http://www.harvestproject.org)

As a **Client Care Partner**, you will work within our team to support the effective delivery of Client Care services. You will meet monthly with our clients, providing one on one coaching and support to help them achieve their life goals. As the work is sometimes demanding, you have a depth of experience and maturity to provide appropriate support to our clients as they work through their life challenges. In addition to managing a caseload of clients, you will accurately complete administration for scheduling and documenting meetings, review files, provide guidance and support to volunteers and participate in other projects as required.

The major responsibilities for your role will include:

- Providing regular one on one coaching for a select group of clients, many of whom have experienced trauma or are dealing with mental health challenges
- Appropriately documenting sessions in case notes
- Accurately updating client records and scheduling appointments
- Providing support to our volunteer team members to develop their skillsets
- Being available from Wednesday to Saturday as a regular shift – 25 hours per week
- Other projects as determined

**About You:**

- You have completed a diploma or certificate in coaching, counselling, or similar social service designation, or the equivalent in experience
- You have a minimum of two years' experience in a similar field
- You are mature and grounded, with the ability to draw on your experience to manage difficult clients and conversations without getting triggered or overwhelmed.
- 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 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
- 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
- This is an “in office” position – not a remote position
- At times may come into contact with clients in crisis situations
- Requires a criminal record check and vulnerable sector search
- Harvest Project reserves the right to make changes to this role based upon operational needs

**To apply**

Please submit a cover letter and resume to Pat Penner at [sixthstreethr@shaw.ca](mailto:sixthstreethr@shaw.ca)

Thank you!