



## **CLIENT CARE COORDINATOR**

**ORGANIZATION TYPE:** non-profit, faith inspired

**POSITION TYPE:** permanent, part-time, Wed, Thurs, Friday at the Resource Centre

**HOURS:** 9:00 am – 5:00 pm, 24 hours/week

**REPORTS TO:** Executive Director/ PEARL Administration

### **EDUCATION AND EXPERIENCE:**

Social Services/Social Work Diploma or equivalent. Ideally, 3+ years' experience working with vulnerable women in a non-profit, social service setting or in Christian ministry/mission's field setting.

The PEARL Client Care Coordinator introduces participants to PEARL, does intakes, helps participants develop personal goals, and helps to support participants to reach those goals through case management, relationship building, Christian discipleship, and mentoring through the guidance and help of the Holy Spirit. She maintains participant's files, help them to access services, and may support participants through other services providers in the community. She will also support other staff in their roles. She will help in meal preparation, Centre cleanup and in staff/volunteer training and participate in life skills classes facilitation. She must be reliable, flexible, people orientated, be friendly, patient, quick thinking, and takes initiative and responsibility in potentially challenging situations. She has a heart of compassion for vulnerable women, but also maintains healthy boundaries and models a healthy lifestyle and strong Christian walk. She understands and upholds PEARL's core values.

### **QUALIFICATIONS + REQUIREMENTS + SKILLS:**

- Understands and upholds the mission and core values of PEARL
- Has a Social Work Diploma or equivalent, 3+ years in a non-profit or ministry/mission's work setting
- Computer skills, proficient in Microsoft Office Suite
- Interpersonal and effective communication and writing skills
- Can work independently or as a team member
- Enthusiastic, Collaborative, Approachable

- Time management and follow through skills
- Excellent leadership skills, servant-heart
- Problem assessment, Crisis prevention and intervention, and management skills
- Manages self well in a challenging environment
- Able to mediate and diffuse crisis/difficult situations
- Reliable, flexible, professional
- Maintains Participants Case Management
- Demonstrate a high level of organization and multi-tasking skills
- Display a strength-based approach.
- Clear Criminal Background Check
- Clean motor vehicle record, First Aid Certificate, participate in and demonstrate competency in required trainings and partake in additional training/education
- Must be 21 years of age or older
- Strong Christian faith and walk, Pastoral Reference required